



Exploration Seminars

Service Management Made Easy

taruu offers a variety of exploration seminars suitable for speaker bureaus, professional societies, webinars, conferences, and meetings. The list below summarizes our current roster of topics.

Duration times are approximate and can be adjusted to allow for additional discussion where suitable.

To request a seminar or, if there's a topic you would like but don't see listed, please email us at info@taruu.com or call 877.248.2788.

Current Seminar Topics

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Portfolio Management from the Business Case Up

Despite the fearsome reputation for complexity the ITIL® Service Strategy volume has earned for itself, a number of relatively simple and practical applications of the guidance are possible. One of the key processes in Service Strategy, Service Portfolio Management, represents one such area. Service Portfolio Management enables organizations to shift from an IT spending pattern to an IT investment pattern. This brief seminar lays out a practical and highly effective approach to Service Portfolio Management built around a core consisting of a basic business case template and tracking mechanism.

Duration: 120 minutes

Intended Audience: IT Executives, financial managers, strategy analysts

Process: The Language of Work

Processes only succeed when they are actually adopted. And, adoption happens much more readily when processes are simple. This fundamental characteristic of processes bears strong resemblance to the way language works: the most effective language is usually the simplest. This seminar, originally an itSMF Fusion session, treats participants to a development of that affinity between process and language and demonstrates a clear and simple technique for radically simplifying processes without sacrificing objectives.

Duration: 120 minutes

Intended Audience: Process designers, process managers, process owners

Practical Measurement Strategies

Measurement is basic to performance management. Ironically, much of the discussion around measurement has become over-focused on 'best practice' KPIs. In reality, few if any generic 'best practice' KPIs exist. Rather, effective measurement is always driven by the specific performance objectives of the effort or thing being measured. This seminar demonstrates out a basic approach for design and management of metrics which is driven by objectives.

Duration: 60 minutes

Intended Audience: Improvement managers, process owners, quality managers



Service Transition Processes in Context: The Practical Version

Most organizations implement Change Management as a process. Far fewer implement Release and Deployment Management. Still fewer attempt Configuration Management. And, the numbers almost dwindle to nothing around the 'minor' Service Transition processes: Service Validation and Testing, Evaluation, Transition Planning and Support, and Knowledge Management. This seminar offers a high level view of how all the processes fit together and offers practical advice to help you identify situations in which each might offer return on investment.

Duration: 60 minutes

Intended Audience: IT executives, change managers, improvement managers, release managers, quality managers

Service Modeling and Mapping

The term 'service' is used frequently and loosely within most discussions of Service Management. It forms one of the core concepts around which many frameworks have been constructed. Yet identifying or modeling specific services and distinguishing them from applications or infrastructure remains a vague and poorly understood practice. This seminar offers an introduction to identifying, modeling, and mapping services for organizations seeking to better leverage this fundamental ITSM concept.

Duration: 60 minutes

Intended Audience: IT executives, strategy analysts, business analysts, systems analysts



Business Impact Analysis using NIST Guidelines

Understanding what matters within an organization is critical to the design and management of all downstream services, infrastructure, teams, functions, etc. which support the organization. Business Impact Analysis provides a structured means of establishing business criticality and tracking it through complex chains of dependency as a means of driving resource allocations, risk management, countermeasure implementation, etc. This seminar demonstrates a working BIA model derived from National Institute of Standards guidance and shows how to drive management efforts using data rather than guesswork.

Duration: 60 minutes

Intended Audience: IT Executives, risk managers, financial managers, strategy analysts, disaster recovery professionals, security professionals

Change Management Objective #1: Enable Change

Change Management is perhaps the most misunderstood and maligned of all processes. It is commonly and ironically viewed as impeding change. In some cases, it has earned that reputation, primarily because the objectives and management of the process are skewed toward control and away from enablement. High-functioning organizations work hard to maintain focus on the opposite: Change Management is fundamentally about enabling change. This seminar explains the difference and provides tips for using Change Management to enable rather than impede organizational mobility and flexibility.

Duration: 60 minutes

Intended Audience: Senior IT management, change managers, risk managers, project managers, release managers



Practical Problem Management

In many organizations, Problem Management either does not exist as a process or is largely mixed in with Incident Management. Ironically, Problem Management is one of the most powerful and efficient 'forward progress' processes a service organization can implement. This seminar establishes a practice approach for initiating and guiding a Problem Management process using basic techniques for root cause analysis and knowledge base development.

Duration: 60 minutes

Intended Audience: Improvement managers, senior IT management, incident managers, problem managers

V-Model Madness

The Service V-Model is one of the most powerful and flexible tools offered up as part of the ITIL Service Transition guidance. Oddly, it also receives only a small fraction of the attention and application it deserves, probably owing to the (unnecessary) complexity of its presentation in the ITIL® guidance. This seminar will help you understand, adapt, and unchain this amazing model as a means of harnessing its power to accomplish a virtually limitless range of everyday quality assurance objectives.

Duration: 60 minutes

Intended Audience: Improvement managers, change managers, release managers, quality managers

The Service Design Package: A Practical Version

Investing in design is one of the most effective and cost-effective means of improving the overall performance and efficiency of any organization. Adoption of a basic **Service Design Package** (or just 'Design Package') is perhaps single most powerful and low-cost step towards a design-driven environment. In this seminar, we take the hype out of the guidance and show you how to create and implement a design package within your organization as a means of building quality and consistency into your environment with each initiative.

Duration: 60 minutes

Intended Audience: Improvement managers, change managers, release managers, quality managers



Scoping Processes

In many cases, processes suffer and even fail because the scope of the process has either not been established or has been improperly established. Scope determines when and where a process is applied. Poor scope definition causes friction, is expensive, erodes process effectiveness, and saps adoption. This seminar offers basic guidance for getting scope right as the first and most important step in process implementation.

Duration: 60 minutes

Intended Audience: Improvement managers, process owners, quality managers

Practical Configuration Management

Version 1.0 of Configuration Management generated a huge amount of enthusiasm...followed shortly thereafter by massive disappointment. In most cases the let-down occurred because Configuration Management efforts were driven by technical or abstract criteria rather than practical objectives. This seminar sketches an alternative and data-driven approach, one that can be implemented effectively even using simple tools and which generates results rather than just overhead.

Duration: 60 minutes

Intended Audience: Senior IT managers, configuration managers, change managers