AWARENESS: IT4IT™

DELIVERY METHODS AVAILABLE:

· Self-Paced e-Learning

EXAM TYPE:

· No formal examination
· Mock exams and quizzes

PREREQUISITES:

None

LANGUAGE:

English

AWARDED BY:

Good e-Learning
BUSINESS & IT PROFESSIONAL CERTIFICATION
VIRTUAL CLASSROOMS & E-LEARNING

This course is designed to brief you with all the need-to-know knowledge about The Open Group's **IT4IT standard**. Completing this online course will leave you aware, confident and informed about what the IT4IT standard is, its background, how it works and what it can do for you and your organization.

WHO IS THIS COURSE AIMED AT?

You should take this course if:

· You are in a role where you need to understand IT4IT, its content, context, activities and benefits, but you do not need to be a certified practitioner

· You have a group of sponsors, decision- makers or stakeholders that need to be aware of the value, and benefits of an IT4IT project

· You need to 'sell' IT4IT internally within your organization

· You want to know more about the IT4IT standard before committing to the full Foundation training and examination

WHAT IS THE IT4IT STANDARD

The IT4IT standard consists of a formal IT operating model, based on the value chain approach, known as the IT Value Chain, and a three-level functional reference architecture encompassing four major IT value streams.

Applying value chain thinking to your operations allows you to see where your weaknesses are, where the bottlenecks are and where your greatest opportunities are to improve.

It gives you prescriptive guidance on how to manage your service models and lifecycles, and what kind of systems to put in place.

10 REASONS TO IMPLEMENT THE IT4IT STANDARD

· More successful projects

· Improved stewardship and control of IT Investments by linking investments in IT to business drivers and business benefits

· Improved selection and prioritization of projects and IT initiatives, highlighting those that provide the highest business value

· The faster delivery of fixes or patches to resolve production problems

· Reduced development and maintenance cost due to better control on customizations and configuration changes

· Better quality of software due to improved communication and collaboration with stakeholders, leading to...

· ...Improved customer experience and satisfaction

· Faster delivery of requested services with fewer errors

· Fewer unplanned/ad hoc activities or emergency changes

· Less need for users to call the service desk, and reduced support costs, by providing self-service and self-help capabilities to the user community