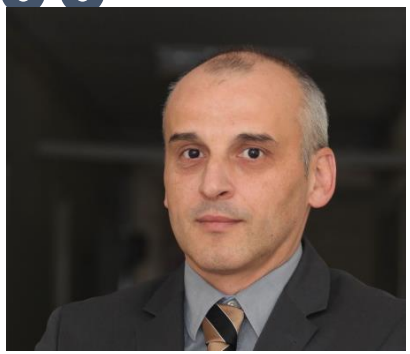
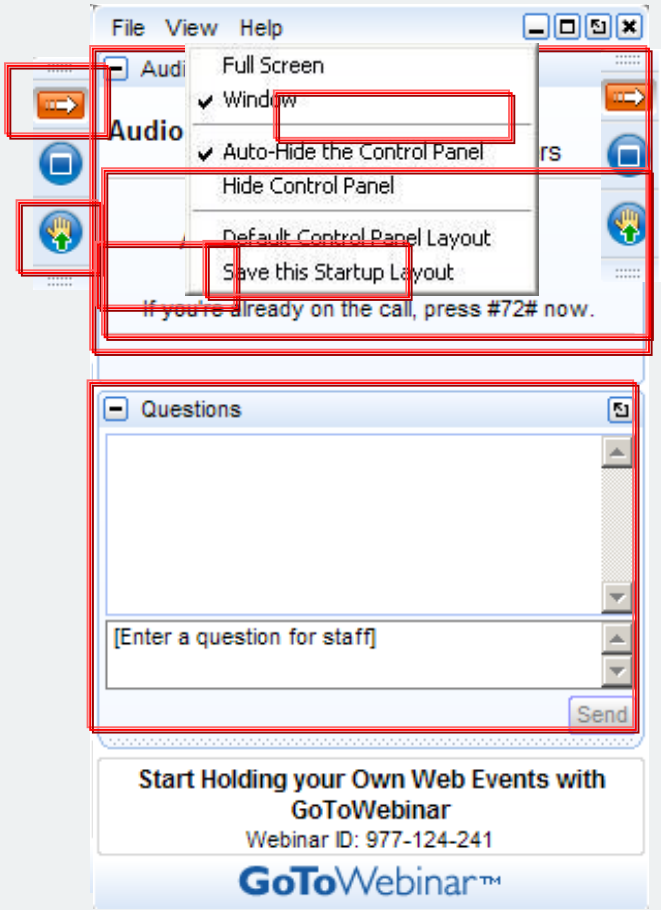
20000 Academy
ITIL and ISO 20000 Online Consultation Center

How to use a Documentation Toolkit for the implementation of ITIL / ISO 20000



Presenter: Branimir Valentic

GoToWebinar Control Panel



- Open and close your Panel
- View, Select, and Test your audio
- Submit text questions – they will be addressed throughout the session
- Raise your hand

How to use a Documentation Toolkit for the implementation of ITIL / ISO 20000

If you're planning to implement ITIL / ISO 20000 …

… to succeed, you will need to get the knowledge for such a complex project

The ITIL / ISO 20000 Documentation Toolkit is made to provide you with all the required documents + all the necessary know-how and support.

Agenda

- 3 options for ITIL / ISO 20000 implementation
- Structure of the toolkit
- Documents included in the toolkit
- Pricing & options
- Support included in the toolkit
- Which types of companies the toolkit is made for
- Biggest challenges with ITIL/ISO 20000

3 options for ITIL / ISO 20000 implementation

- With own employees only
- Consultant does it all
- Combination of employees and external help

Structure of the toolkit

- Documents placed in folders
- Sequence of the implementation
- Documents in the root folder of the toolkit

Documents included in the toolkit

- (browse through folders)
- Open the most interesting documents
- The purpose of “List of documents”

Pricing & options

https://advisera.com/20000academy/pricing/

Support included in the toolkit

In addition to the documentation, depending on the toolkit purchased, the price includes:

- 1-on-1 meetings with an expert (up to 15 hours of individual support)
- 13 video tutorials
- Review of up to 15 of your documents
- Pre-audit check workshop
- Unlimited support via email

Which types of companies the toolkit is made for

- Small and medium-sized companies
- IT department in any type of the company
- Available in 3 languages – sold in more than 100 countries

Biggest challenges in ITIL / ISO 20000 implementation

- Defining the scope
- Getting started: what to do first is the hardest part
- Getting participation: everyone says it is important but then don't have the time to review anything
- Being bombarded by external firms asking about ITIL / 20000 implementation
- Lack of experience in the field

Conclusions

Don’t reinvent the wheel – the toolkit will decrease your implementation time by 50%

… and you’ll make sure not to miss anything important

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Q & A

Branimir Valentic

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Thank you!

https://advisera.com/20000academy/itil-iso-20000-premium-documentation-toolkit/