

Why should a Project Manager Understand ITSM

5 May, Tue 2015 | Host by KPMG



[5 May 2015, KPMG Petaling Jaya]

Mr. Ravin brought the audience an overview of how project management is related to ITIL framework, i.e. from Service Strategy, Design, Transition, Operation to Continuous Service Improvement. How a project manager can link the Project Charter to service strategy, manage the design and transition of new services and proper hand over deliverables to the operational environment. Areas to be considered include release management, operational readiness, performance management, service desk etc.

During the discussion session:

1. Mr. Phang shared his experience how ITIL is practiced in the areas of incident management and service desk reporting. Examples were given on the complexity of upgrading software for thousands of laptops across geographical regions.
2. Mr. Gajen shared his ITIL project implementation challenges in the areas of change management as well as selection of areas to kick start an ITIL project. An example was given how effective problem management and root cause analysis can assist an organization to reduce its cost of operation through identifying and eliminating repeated incidents.
3. The participants also shared their experiences in handling transition to operation issues including how to mitigate knowledge gap between development and operation.

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For registration and inquiries of events, kindly contact:

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Managing Stakeholder Conflict Workshop

Date: May 27-28, Wed-Thurs 2015

MSCPMP member gets 40% discount

ITIL Certification

Date: June 2-3, Tue – Wed 2015

FORUM #2/2015

Date: June 15, Mon 2015

Time: 2pm-5:30pm

Venue: KGNS

FOC for 2015 MSCPMP Member