

Webinar Description

During this webinar, you'll gain valuable insights on how to identify any gaps in your current processes, create a roadmap for improvement, and optimize your IT services to better align with the needs of your business and its users.

Our discussion encompassed the following key areas:

- How to get started
- Who to involve in the process
- How to determine process maturity
- Developing findings and recommendations
- Building an improvement roadmap

Duration

This recorded webinar is approximately 55 minutes in length.

Target Audience

IT professionals interested in improving their IT service management (ITSM) programs. This likely includes ITSM practitioners, process analysts, and anyone involved in managing or optimizing IT services.

Prerequisites

There are no mandatory prerequisites.