

How to Map Services and Systems

"Skills transfer suited to IT professionals"

Course Overview

Understanding the potential impact of a change to a piece of hardware or software is not easy, especially relating that change to the user services affected. This workshop covers practical techniques to enable the mapping of large numbers of different hardware and software components to business services and processes.

How to Map Services and Systems is designed to help transfer practical knowledge and skills to teams and managers to help them understand the methods and techniques for mapping complex infrastructure. It is particularly useful where a consistent approach is desired, so that top or critical services can be mapped in a common format. The outputs can then be used to support the set up of monitoring tools, business continuity projects, transformation programmes, service desks, CMDBs and service reporting, using a common data source rather than one-off audits or surveys.

We focus our workshop on general techniques, with specific examples to meet delegate needs. The subject area will typically cover all technology areas (servers, software, services etc.) and the many ways technical and business relationships can be described.

To ensure that delegates get the maximum learning benefit, we are flexible with the course content and will cover specific issues in depth as they arise. If the course is delivered in-house to an organisation, it can be used to help develop a consistent approach to mapping IT complexity within project and operations teams.

Course content

- Introduction & objectives
- Defining the requirements and usability
- Service construction
- Alternative methods & techniques
- Standards and conventions
- Data capture techniques
- Validating & verifying
- CMDBs and other database repositories
- Linking to visualisation tools
- Combining with change/incident/status data
- Deriving subset maps for risk/recovery
- Updates and ongoing validation

Course particulars

Duration	Per Delegate Cost
1 day	£450

Who should attend

Managers and technical teams covering; *change processes, service delivery, projects, networks, storage, security, architecture design, CMDB design, risk controls, business continuity*

Prerequisites

Basic understanding of ITIL would be useful

Location

London, Cirencester
On-site courses by negotiation

For course bookings and current schedule

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