

Abc Of Ict: The Exercise Workbook - , Jan Schilt

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With the growing importance of IT to business operations we can no longer afford to have our ITSM improvement programs and initiatives fail because of Attitude, Behavior or Culture issues. This Exercise Workbook gives practical exercises you can do within a real training or team sessions whilst using the ABC of ICT Card Deck. Together they make an awareness and assessment instrument to be used in team meetings and workshops to perform a number of exercises aimed at recognizing and discussing ABC worst practices that need solving in YOUR organization. The ABC of ICT Introduction book (sold separately) will then give help and tips for solving. We also have a website where people can give feedback on the book, share exercises and case studies and where they can find a list of training and consulting companies that deliver ABC of ICT products and services. Endorsements ?Any IT Service Management initiative that doesn't address ABC is bound for failure. Any educational institute wanting to give people the capabilities and knowledge for successfully applying ITIL should use the ABC cards to support the necessary discussion in training modules. ? - Maarten Bordewijk, Getronics-PinkRoccade, senior ITIL trainer, Netherlands ?The ABC card exercise was a lot of fun, and put people immediately to work, brainstorming on the worst practices and their consequences.Â From my perspective at EXIN, I see that the ABC card set helps people understand the problems and the typical worst practices. It helps people discuss the consequences and possible solutions,Â and with that it achieves something very important: it gives hands-on experience in solving ITSM related issues. ? - Alejandro Debenedet, EXIN, Netherlands ?This card game is a valuable instrument for training and consulting companies like ours.Â Because it is easier to point out worse practices. I use some of the cards in training or consulting sessions. The moment I see the behavior I take out the card and put it on the table, so we can have a discussion around it. It is much more powerful than addressing it verbally? - Peter Lijnse, Director Service Management Art, Canada ??Last week I attended your workshop with the cards on the ITSMF congress in Ede.I am very enthusiastic about these cards and want to introduce them in my organization. ? ?These are terrific!!! I have a couple ideas about how we could use these. ? - Feedback from customer organizations attending the workshopAuthor: Paul Wilkinson, Paul Author: Jan Schilt, Jan Publisher: Van

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