



Implementation and Support

During this one day workshop you will learn:

- Where you have a role to play during system development.
 - How to plan for system implementation.
 - What support mechanisms you should expect from IT and how to use these effectively.
 - What your role is in Service Level Management.
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Objectives

- To define the user's role.
- To introduce implementation planning for an IT system.
- To detail the appropriate level of support to be agreed with IT.
- To explain how you can contribute effectively to the support activities.

Benefits

- Increased understanding of the IT development and support procedures.
- Better definition of the user's role in the implementation and support of IT systems.
- Robust implementation plans.
- Improved level of system support.

Workshop format

Presentations are interspersed with in-class exercises which enable you to try some of the concepts discussed. The course material comprises all overheads and course notes.

Who should attend

- Business Users who have a major interface role to the IT department.

Course content

Overview of the IT development and support processes

- The development lifecycle.
- Support activities.
- The user's role.

System implementation

- The factors to consider.
- System verification.

System support

- Help Desks.
- Problem management.
- Change control.
- Service Level Agreements.
- Other support mechanisms.
- The user's role.

Preparatory work

No preparatory work is necessary. However, benefits will be maximised if you familiarise yourself with your organisation's support processes.