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Train the trainer concept

Final

Lifelong Learning Programme

DANUBE REGION strategy

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List of Abbreviations

ITSM	Information Technology Service Management
itSMF	IT Service Management Forum

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Abstract

The concept, didactic approach and content of the different ITSM4SME face-to-face and online trainings are taught within a special face-to-face train the trainer meeting. Participants are the possible ITSM4SME trainers form the regions of the project partners. The train the trainer concept is the basis for the train the trainer meeting that will last two days.

1 Introduction

The training of the trainers of the ITSM4SME trainings is a critical success factor. In order to assure a high training quality it is necessary that the trainers know exactly the objectives of the trainings and the ITSM4SME project. This document builds the basis for the qualification of the trainers.

2 Objectives of the train the trainer concept

The following objectives should be achieved with the train the trainer concept:

- Description of the structure of the ITSM4SME trainings
- Description of the qualification measures for ITSM4SME trainers

3 Structure of the ITSM4SME trainings

The ITSM4SME training process consists of face-to-face trainings and online training modules. The face-to-face trainings are divided in a basic ITSM sensitivity training and ITSM Case and Change Management trainings.

The planned training process is as follows: The training process starts with marketing measures in order to raise interest of participants for the trainings. Secondly, the participants register them for the first face-to-face ITSM training. Thirdly, the participants attend to the face-to-face training. Fourthly, after the seminar the participants get access to the ITSM4SME Online Training Platform. They can then run different Online Training Modules and use the modelling tool ADOit on the platform for modelling their IT processes.

The participants of the face-to-face trainings receive an optional ITSM4SME certificate for their individual documentation.

The trainings will be accompanied by community services on the ITSM4SME training platform and customer relationship management activities. The following picture illustrates the ITSM4SME training process.

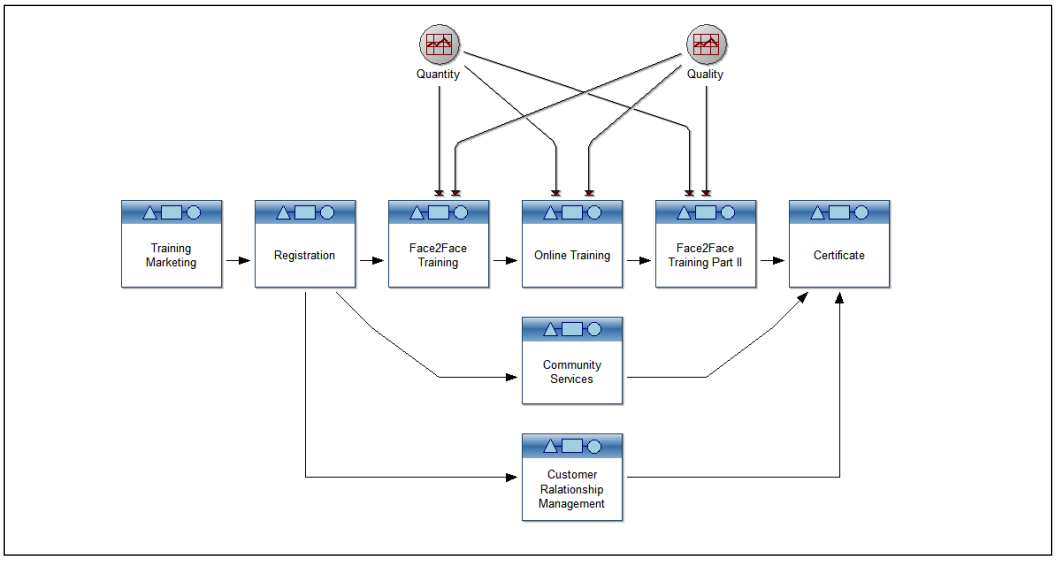

Figure 1: ITSM4SME Training Process

The face-to-face ITSM Case trainings have the following topics: Provisioning of IT, Printer Management, Web Shop and Help Desk. They include the phases welcome, presentation of the case study, ITSM method, ITS process modelling, lessons learned.

The online training comprises the modules Innovation with ITSM, ITSM Introduction and Philosophy, ITS Process Modelling, ITSM Implementation, Organisational Implementation, Innovation.

The Change Management part of the training covers the topics Principles of Change Management Concepts, Success Factors of Change Processes, Dealing with Emotions in Change Processes, Communication in Change Processes.

The following illustration shows the structure of the ITSM4SME trainings.

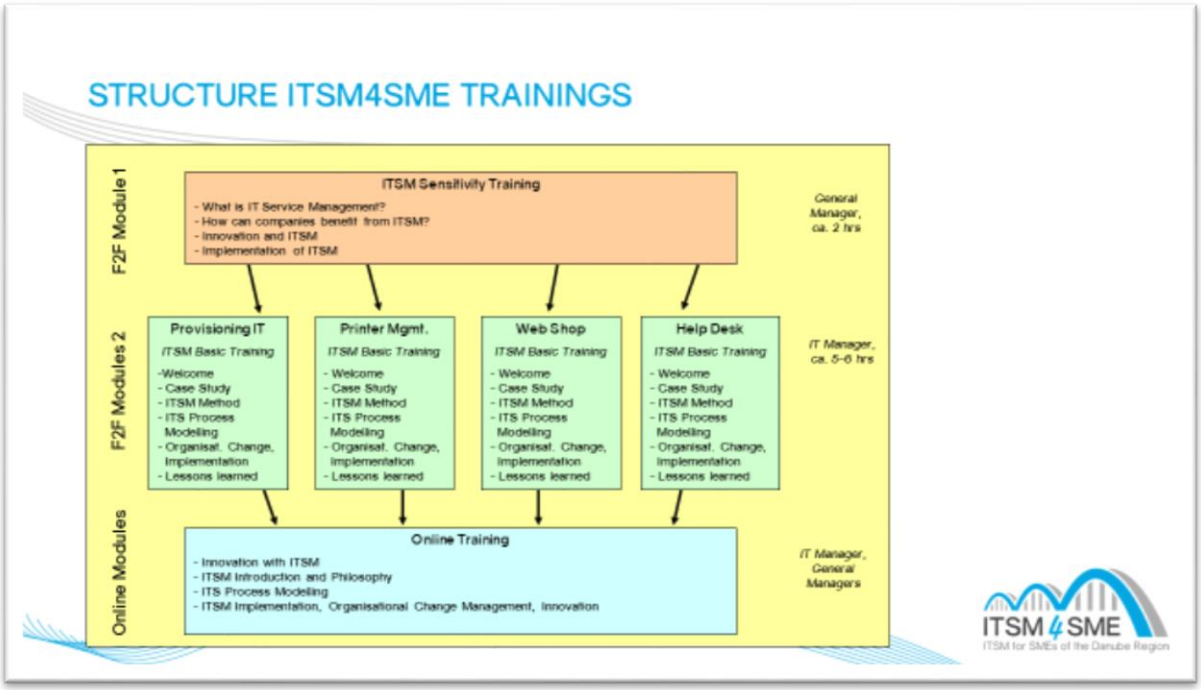

Figure 2: Structure ITSM4SME Trainings

4 Qualification measures for ITSM4SME trainers

The concept, didactic approach and content of the different face-to-face and online trainings can be taught within a special face-to-face train the trainer meeting. Participants are the possible ITSM4SME trainers form the regions of the project partners.

The train the trainer meeting lasts two days and comprises the following agenda and procedure.

First training day:

Time	Duration	Topic	Who?
9:15 AM	0:15	Welcome to the train the trainer meeting, organisational issues	BLG
9:30 AM	1:30	Basic information ITSM4SME training concept, structure of trainings (face2face, online), materials, training platform	BLG
11:00 AM	1:00	Training module 1: topics, objectives, methods, general settings Run through training scenario module 1 (part 1)	BLG
12:00 AM	1:00	Lunch break	
1:00 PM	1:30	Run through training scenario module 1 (part 2) Discussion, question & answer	BLG
2:30 PM	1:00	Training module 2: topics, objectives, methods, general settings Run through training scenario module 1 (part 1)	BLG
3:30 PM	0:15	Coffee break	
3:45 PM	2:15	Run through training scenario module 2 (part 2) Discussion, question & answer	BLG
6:00 PM	0:00	End of day 1	

Table 1: Train the trainer meeting: concept day 1

Second training day:

Time	Duration	Topic	Who?
9:00 AM	0:30	Welcome and reflexion first day	BLG
9:30 AM	2:30	ADOit training (part 1): introduction BPM, modelling tool	BOC
12:00 AM	1:00	Lunch break	
1:00 AM	2:30	ADOit training (part 2)	BOC
3:30 PM	0:15	Coffee break	
3:45 AM	1:15	ADOit training (part 3) Discussion, question & answer	BOC
5:00 PM	0:30	Presentation concept online portal, Online training: topics, objectives, methods, creating online content with captivate	HHN, BLG
5:30 PM	0:25	Discussion, question & answer	all
5:55 PM	0:05	Evaluation, leave-taking, farewell	BLG
6:00 PM	0:00	End of the training	

Table 2: Train the trainer meeting: concept day 2