



Achieving IT Service Excellence

Building a Culture of Service in IT

This two-day workshop will help you build a common definition of service and an understanding of what is important from your clients' perspective.

O&A's experience with thousands of organizations worldwide has shown that people in IT are committed to providing their clients with excellent service. But they often deliver service based on what *they*, not their clients, think is important. This can result in misunderstandings, costly rework, clients feeling like they haven't been heard, and low engagement scores for IT.

By building a culture that is steeped in service excellence and focused on your clients, you'll ensure that your organization is the "provider of first choice" in today's competitive environment and that you'll be able to attract and retain the talent you need.

This highly interactive workshop will provide you with new ideas and a new approach for handling even the most difficult service challenges. It will give you the building blocks for a successful service strategy that allows you to position IT to deliver the *right* things to the *right* clients at the *right* time — rather than all things to all clients.

Program Goals

After participating in this workshop, you will be able to:

- Develop an IT service strategy based on five key components.
- Increase your client satisfaction.
- Understand and measure service through your client's eyes.
- Identify, manage, and adjust to client expectations.
- Encourage client complaints to increase service levels.
- Develop strategies for handling difficult client situations.
- Make the most of each "Moment of Truth."



For more information

Call: 1-800-878-4551

Who Should Attend

This workshop is designed for all IT professionals.

We will prepare you as a leadership team to make this a great experience for your staff and to position the IT organization so that this culture shift is measurable to your teams and your clients.

What Participants Are Saying

"I appreciate the practicality of this workshop. I appreciated being **forced** to think like our clients."

"Thank you for the client MOT exercise. It gave me a different perspective as to how a client thinks. Never thought beyond data and processes."

"Great class. Thank you for allowing us to see growth in our ability to interact."

"This workshop is incredibly relevant to IT today! Excellent and critical to future success of service organizations."