

itSMF BELGIUM ANNUAL CONFERENCE 2011
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Leadership leads the way

Speaker : Frank De Schepper, Axios Systems

Title of the presentation : Service Catalog: Identifying Value for the Business Case

Summary of the presentation :

IT Service Management should be used to demonstrate and deliver value from IT, moving the focus and perceived value of an IT organisation from an operational overhead to a critical business partner.
But where can you potentially find that value?
How do I build my Business Case?
What do I need in a Business Case to start with?
What should it look like?

A group of hikers with backpacks and trekking poles are ascending a steep, snow-covered mountain slope under a clear blue sky. The hiker in the foreground is seen from behind, leading the group.

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