



ABC of ICT

Focus on **People** in ICT

Factsheet of ABC of ICT™ Fundamentals training

This one day ABC of ICT™ Fundamentals is your first step in identifying and addressing Attitude, Behavior and Culture issues within your organization. During an interactive one-day program you will learn the fundamentals of ABC of ICT™ and be involved in practical workshop exercises. These ABC Exercises and material encourages teams and individuals to identify real life ABC issues. By working together and focusing on translating theory into practical application, we focus on how to address them.

Why learn about ABC of ICT™ ?

It is these ABC aspects that will determine the success or failure of your ITSM improvement initiatives. Reports show that the majority of ITSM improvement initiatives fail to achieve desired results or meet with resistance because of ABC issues. So long as we avoid to talk about and address ABC issues, they will lead to more and more frustration and remain a serious risk to the business.

ITSM is becoming increasingly important to business operations, as such we can no longer afford this kind of failure. Successfully addressing ABC will ensure: buy-in, commitment, involvement, ownership, self improvement and continual improvement and more importantly build ITSM organizations that can realize business added value and organizations that are efficient and effective with satisfied customers and employees.

Learning to prevent and overcome ABC issues that cause unacceptable business risk, waste time, effort and costs, this training will help empower your organization from within.






Program of ABC of ICT™ Fundamentals

Introduction	
Module 1	What is ABC & Why learn about it (background)
Exercise 1	Customer and User focused
Module 2	Impact of Worst practices & ABC and Changing behavior
Exercise 2	Resistance
Module 3	What experts say: Resolving worst practices
Conclusion	Lessons , action and evaluation











Course Objectives



You will know: (Subject matter)

-  Why ABC is important (examples of ABC you or others display and the impact and risk to your business)
-  How the ABC Iceberg Works within an ITSM context
-  The relationship between Attitude, Behavior & Culture and the effect on learning new behavior
-  The most common ABC worst practices in IT organizations
-  Means to prevent and address ABC worst practices according to experts






You are able to: (Capable)

-  Recognize your own ABC within your working context
-  Recognize ABC aspects of others within your own working environment
-  Recognize the impact and consequences of ABC for your business
-  Make ABC visible and participate in discussions about ABC
-  Recognize negative and positive resistance to change
-  Appreciate the value of resistance to changing behavior
-  Identify actions items for yourself in relation to addressing ABC in your organization
-  Take the ABC of ICT™ fundamentals exam at EXIN, with some additional study. This certificate will allow you to continue with ABC of ICT™ training (workshop facilitator, practitioner or trainer). **See Accreditation.**

You can now: (Behavior)










-  **DO SOMETHING** – to take personal responsibility to help address damaging attitude and behavior
-  Identify actions aimed at addressing damaging ABC, for example:
 - Run some ABC exercises to raise awareness and generate discussion in your team, department or organization
 - Address people exhibiting ABC worst practices
 - Provide ABC input into an improvement program
 - Recognize follow up ABC training for you or other stakeholders in your organization

You are not yet able to:

-  Run ABC exercises to involve all stakeholders to improve ABC issues within organizations
-  Recognize different types of learning interventions to improve all aspects of ABC (practitioner level required)
-  Recognize the cause and effect and dependencies between all ABC issues
-  Lead discussions on ABC with different stakeholders
-  Use a simulation to confront people with ABC issues






Target audience

-  Employees who are part of an ITSM improvement initiative (and may feel victimized or powerless).
-  Employees who need to play a role in making ITSM processes and procedures work.
-  Managers responsible for ensuring ITSM works within their team, department or organization.
-  Process managers responsible for ensuring processes and procedures are adopted and embedded in the behavior of all.
-  Project and program managers responsible for improving the performance of ITSM organizations and for adopting and deploying best practice frameworks.
-  Trainers responsible for teaching people about ITSM best practice frameworks and how to successfully adopt and deploy them.
-  Consultants and advisors responsible for helping organizations adopt and deploy ITSM best practices.
-  CIOs and Senior IT managers faced with a need to improve IT organizational performance and change their organizational culture.
-  Anybody responsible for, or having to undergo a change in the way they have to manage IT and deliver service to the business.







Trainers

Trainers that deliver ABC of ICT™ Fundamentals are accredited by EXIN. This guarantees they have:

-  Experience with ITSM organizations and knowledge of ITSM
-  Solid understanding of ABC issues
-  Passed an assessment for delivering ABC of ICT™ fundamentals

Working within organizations

For professionals of the same organization taking the ABC of ICT™ fundamentals together can have several benefits:

-  Create a shared view of ABC issues and their impact
-  Bring out the specific ABC issues in your organization and how to address these
-  Help identify stakeholders responsible for resolving ABC issues
-  Formulate desired behavior and actions for improvements
-  Getting to know each other better, which improves work relations
-  Create input into your own service improvement program

More about ABC of ICT™

The ABC of ICT™ Fundamentals training was developed by ABC@Work. A joint venture between the people behind GamingWorks (developers of Apollo 13) Jan Schilt and Paul Wilkinson and three independent consultants and trainers active in developing and coaching the softer skills and facilitating organizational change with experience in Service Management, Risk- en Project-Management. Cornelia Meynen, Douwe Brolsma and Mark Kouwenhoven.

The ABC of ICT™ Fundamentals training will form part of the new Exin accreditation program and will be a set of courseware available to all ITIL training companies.

ABC of ICT™ – An Introduction. A book containing case studies and practical tips from industry experts on how to address ABC worst practices, using approaches and instruments that have been proved to work.

For further information www.abc-of-ict.com



Additional Information for Training Organizations

Accreditation in ABC of ICT™ Fundamentals?

EXIN Accreditation adds quality and prestige to your ABC training. It is a 'must have' addition to portfolios of current EXIN Partners and for interested parties. For anyone attending an ABC training course, accreditation guarantees that they will receive the professional guidance they seek, and that the trainers have extensive experience in their professional fields. Independent EXIN accreditation already covers hundreds of organizations and individuals worldwide. It distinguishes your practices from the rest, providing you with unparalleled selling opportunities.

Apart from the general requirements in the EXIN Accreditation Guide, there are a number of specific criteria for the delivery of accredited training courses for the module ABC of ICT-Fundamentals™ that must be met:

Class size: The maximum group size for a course is 16.

Contact hours: The minimum number of contact hours time during the training is **7** hours.

Trainer competence requirements: The trainer has obtained the certificate ABC of ICT-Fundamentals Trainer™.

Course material: Approved courseware needs to be in place.

Below you find the exam specifications and the course outline for an ABC of ICT™ fundamentals training and the paths for accreditation in ABC of ICT™.

Exam Specifications

1. Concept of ABC

1.1 Understands the concept of Attitude, Behavior and Culture

The candidate is able to:

- 1.1.1 recognize and differentiate between the definitions of Attitude, Behavior and Culture
- 1.1.2 Identify examples of ABC within a given case
- 1.1.3 give examples of the ABC Iceberg in a given case and name related risks
- 1.1.4 understand the relationship between Attitude, Behavior and Culture

1.2 Understanding Changing Behavior

The candidate is able to:

- 1.2.1 understand the relationship between Culture, Attitude, Rules and changing Behavior
- 1.2.2 understand and recognize common types of resistance when attempting to change Behavior.



2. Relevance of ABC for ITSM

2.1 Understands the most common worst practices in ABC and the impact of these, depicted in the ABC cards

The candidate is able to:

- 2.1.1 understand the most common ABC worst practices, depicted in the ABC cards
- 2.1.2 understands that current approaches to deploying ITIL are the causes for some of the ABC worst practices
- 2.1.3 identify current practices in a given case or real life situation and match them to the ABC worst practices, using the ABC cards
- 2.1.4 identify desirable and undesirable behavior in relation to delivering services and value to customers and users.

2.2 Understand the business case for working on ABC

The candidate is able to:

- 2.2.1 recall why ABC was developed
- 2.2.2 identify the most important reasons for ITIL initiatives to fail
- 2.2.3 explain how delivering value, in accordance with ITIL v3 relates to ABC
- 2.2.4 understand the relationship of ABC and IT Governance desirable behavior
- 2.2.5 understand the importance of ABC for their business

3. Resolving ABC Worst Practices

3.1 Recognize and appreciate the value of resistance to change

The candidate is able to:

- 3.1.1 Recognize negative and positive resistance to change
- 3.1.2 Appreciate the value of resistance to changing behavior from a given case
- 3.1.3 Understand the need to reflect on personal attitude and behavior towards change in a given case.

3.2 Understands how to resolve ABC worst practices

The candidate is able to:

- 3.2.1 Recall good practices on resolving ABC worst practices according to the experts
- 3.2.2 Understand the importance of accountability and personal responsibility
- 3.2.3 Recognize whether your own ABC is customer and user focused
- 3.2.4 Identify individual actions and limitations aimed at addressing damaging ABC
- 3.2.5 Identify individual good practices
- 3.2.6 Understand the need to address ABC



Course outline of the ABC of ICT™ Fundamentals

The course outline indicates the possible structure of the course. It provides a logical order for the exam topics and examples of exercises and questions to discuss with the participants.

Topics to be addressed	Instructional Method
What is ABC How the ABC iceberg works Recognize your own ABC	Let the students experience their own personal ABC (Use examples to) Explain theory Behavior – what someone does Attitude – how someone feels and thinks Culture – the way things are done = the collective attitude and behavior
Why ABC of ICT™ is important Why was ABC developed? Why is it so relevant now? Why do we keep getting it wrong?	Explain the background of ABC within the ITSM context (ITIL v3, IT Governance, ITIL training) in order to understand the business case for working on ABC Ask students to match Attitude, Behavior and Cultures in given situation
Exercise – customer and user focus from ‘ABC of ICT™ – Exercise Workbook’	Students perform 4 tasks in subgroups. To identify actual ABC issues and their impact. Students present findings and reflect on outcomes Students formulate personal actions
Worst practices & impact What are the top 10 chosen worst practices so far from the international workshops and what is their impact.	Present findings and discuss these in relation to the worst practices chosen in the exercise. Ask if people recognize the top 10 as applying to their organizations.
ABC and Changing behavior What are the current ways we adopt & deploy ITIL and why are these often ineffective. What is the relationship between Attitude, Behavior, Culture, Rules and the effect on learning new behavior?	Explain the approach: Culture, attitude, rules, behavior Discuss what the common worst practice is in how an ITSM/ITIL improvement program is usually set up: Somebody invents some ITIL rules, a project team or consultant write a set of rules and throw them over the wall. Explain that if you want to change behavior the underlying attitude and culture may resist. Culture and Attitude result in explicit and implicit rules. Explicit rules: defined, documented, visible. Implicit rules: that’s the way we do things here.
Exercise – Resistance from ‘ABC of ICT™ – Exercise Workbook’ What are the most common types of resistance?	Students perform 2 tasks in subgroups. Students present findings and reflect on outcomes Explain theory on resistance and the most common types of resistance according to the experts. Relate to the results of the exercise
What experts say: Resolving worst practices	Present the summary of approaches taken from the experts in the book. Discuss which worst practices (‘cards’) they will solve. Allocate 2 or 3 to each of the teams and ask them to discuss and explain their choices.
ABC – What next; ABC training and products	Explain means to address ABC in organizations and follow up training
Personal action	Students reflect on their change in ABC during the day and on their planned actions



ABC of ICT Certification and Accreditation Paths

