MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

SERVICE STRATEGY - FINANCIAL MANAGEMENT

"Enabling Cost Transparency and Value Realization in IT Services"

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

Financial Management for IT Services is a critical ITIL® Service Strategy process that ensures effective budgeting, accounting, and charging of IT services. This course explores how financial principles are applied within IT organizations to manage service costs, allocate resources efficiently, and demonstrate the value of IT to the business. Participants will learn financial frameworks and tools essential for supporting decision-making in strategic IT service delivery.

Objectives

By the end of this course, participants will be able to:

- Understand the goals and scope of Financial Management for IT services.
- Develop service budgets aligned with business goals.
- Apply cost models, charging mechanisms, and accounting principles.
- Calculate Total Cost of Ownership (TCO) and Return on Investment (ROI).
- Use financial data to support IT service planning and strategy.
- Integrate financial management with other ITIL processes.

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Why Attend

This course is ideal for professionals seeking to:

- Align IT budgets with business priorities.
- Gain transparency in IT cost and consumption.
- Improve financial decision-making in IT service management.
- Develop a defensible business case for new IT investments.

Target Audience

- IT Financial Managers and Analysts
- CIOs and IT Directors
- IT Service Managers
- Business Relationship Managers
- Budget Holders and Cost Centre Managers
- ITIL® Practitioners and Consultants

Individual Benefits

- Gain proficiency in IT financial planning and cost control
- Improve your ability to manage IT budgets and resource allocation
- Develop financial acumen relevant to service strategy
- Stand out as a strategic, value-focused IT professional

Organizational Benefits

- Enhanced transparency in IT service costs
- Better resource allocation and cost recovery
- Stronger alignment between IT investments and business value
- Improved strategic financial planning and governance

Instructional Methodology

- Interactive lectures and financial walkthroughs
- Budgeting and cost modeling exercises
- Real-world case studies and scenario analysis
- Team simulations and role-based activities
- Assessments and wrap-up discussions

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Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | **Coffee Breaks:** 09:30 & 11:15 | **Lunch Buffet:** 01:00 – 02:00

Day 1: Introduction to Financial Management in ITIL

Module 1: Financial Management in the ITIL Service Lifecycle (07:30 – 09:30)

Module 2: Objectives, Scope & Key Terminology (09:45 – 11:15)

Module 3: Basic Financial Principles: Cost, Budget, and Charge (11:30 – 01:00)

Module 4: Overview of Cost Models and Service Valuation (02:00 – 03:30)

Day 2: Budgeting and Forecasting for IT Services

Module 1: Budget Planning in IT Environments (07:30 – 09:30)

Module 2: Forecasting Techniques for IT Costs and Revenues (09:45 – 11:15)

Module 3: Budgeting Scenarios: OPEX vs. CAPEX (11:30 – 01:00)

Module 4: Workshop: Developing a Service Budget Plan (02:00 – 03:30)

Day 3: Cost Accounting and Cost Control

Module 1: Direct and Indirect Cost Allocation in IT (07:30 – 09:30)

Module 2: Time-Driven Activity-Based Costing (TDABC) (09:45 – 11:15)

Module 3: Service Cost Models and Benchmarking (11:30 – 01:00)

Module 4: Simulation: Managing IT Cost Centers (02:00 – 03:30)

Day 4: Charging Mechanisms and Business Case Development

Module 1: Charging Policies and Cost Recovery Models (07:30 – 09:30)

Module 2: Pricing Strategies for IT Services (09:45 – 11:15)

Module 3: Business Case Structure: ROI, TCO, and Payback (11:30 – 01:00)

Module 4: Group Activity: Presenting an IT Investment Proposal (02:00 – 03:30)

Day 5: Strategic Financial Management and Governance

Module 1: Financial KPIs for IT Service Management (07:30 – 09:30)

Module 2: Integrating Financial Management with Other ITIL Processes (09:45 – 11:15)

Module 3: Financial Governance, Compliance, and Reporting (11:30 – 01:00)

Module 4: Final Assessment, Discussion & Certification Ceremony (02:00 – 03:30)

Certification

Participants will receive a **Certificate of Completion** after full attendance and successful completion of assessment activities. This course supports preparation for **ITIL® Financial Management modules** and strategic IT financial roles.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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