



Tips for project presentation

Content

How has your team excelled in the following areas for the whole project?

- Communication
- Processes
- Technologies used.
- Individual learnings - especially for the roles you took.

Recommendation for a good presentation

- Follow **writing and reasoning** recommendations.
- Not reading from phones.
- Clear voice
- Audience engagement.

What we want to see

1. Anything cool and different that you have done.
2. Process and communication improvements.

General Guidelines

- Aim for 13-15 minutes of content to leave at least 5 minutes for questions. Practice ensuring proper timing.
- Introduce the context of your experience - team roles, organization, business value proposition.
- Mention the key roles involved (XX Support Engineer, etc.) and how they collaborated. Opportunity for everyone to speak!
- Walk through the key activities in your incident, problem and change management processes. Highlight how they align with ITIL.
- Briefly discuss your incident/problem experience. Explain how they were identified, analyzed, resolved, and closed.
- Briefly discuss your change experience, the business value of your change and how did your team manage this process.
- Briefly discuss your overall stakeholder communication strategy, what would you improve?
- Reflect on challenges faced, lessons learned, and how your processes could further improve ITIL alignment.
- Use clear visual aids to illustrate processes, roles, metrics, etc. Avoid wordy slides.
- Conclude with key takeaways. If you have demo, may use a short video recording (about 30-60 seconds max)
- Listen carefully to the audience's questions. Be prepared to elaborate on points as needed, have evidence ready to support.