

Module Title : ITIL® Practitioner

Duration : 3 days

Overview

Where ITIL® Foundation focuses on the 'what' and the 'why', ITIL® Practitioner shows 'how' to start adopting and adapt the ITIL® framework within day-to-day situations and responsibilities, giving individuals more confidence in their ability to structure and contribute to ITSM initiatives. The ITIL® Practitioner offers practical guidance to support your business' objectives, developing the skills to apply ITIL® concepts in the organization, ensuring business value by delivering fit-for-purpose and fit-for-use services. At the same time, the course and qualification gives confidence to managers that the attendants are ready to initiate and successfully carry out required improvement initiatives.

Who Should Attend

This course is designed for IT Professionals, IT Support Staff, Application, Project and Business Managers, Any member of an IT team involved in the delivery of IT Services. To take the ITIL® Practitioner exam, individuals must hold an existing ITIL Foundation certificate.

Course Objectives

Upon successful completion of the education and examination components, related to this certification, candidates can expect to:

- Be able to use IT Service Management concepts that are important drivers of continual service improvement
- Be able to apply the ITSM guiding principles in a real-world context
- Be able to apply the CSI approach to manage improvements in a given organizational context
- Be able to use measurements and metrics to enable continual service improvement
- Be able to communicate effectively to enable continual service improvement
- Be able to apply organizational change management to support continual service improvement

Course Outline

1 - Course Introduction

- Scenario based learning
- The CSI approach
- Certification
- Get to know each other

2 - The Journey

- Introduction to the scenario
- The CSI approach: What is the vision? Where are we now?

3 - Organizational Change Management (OCM)

- Purpose and approaches
- Essentials for successful Improvement
- Implementing Successful Change
- Continual Improvement of OCM

4 - The Desire

- The CSI approach: Where do we want to be?

5 - Communications

- Good communication
- Communication Principles
- Communication Techniques
- Types of communication

6 - Roadmap

- The CSI Approach: How do we get there?

7 - Metrics and Measurements

- Measurements and Metrics in CSI
- Cascades and Hierarchies
- Metrics Categories
- Assessments
- Reporting

8 - Check, Control, and Redirect

- The CSI approach: Did we get there?

9 - Stay Tuned

- The CSI approach: How do we keep the momentum?

10 - Guiding Principles

- The guiding principles
- Applying the guiding principles

11 - Exam Preparation

- Mock exam exercise