

ITIL® Practitioner

Duration

2 days

Course Delivery

Classroom

Languages

English,

Target Audience

IT professionals, IT support staff, application engineers, project and business managers, any member of an IT team involved in the delivery of IT services.

Pre requisites

To take the ITIL® Practitioner exam, individuals must hold an existing ITIL Foundation certificate.

About the Examination

The examination takes 1 hour and 45 minutes. It is open book, so you are allowed to use the *ITIL® Practitioner Guidance* publication for reference during the exam. Candidates are expected to achieve a score of 70% (28 marks) or higher in order to pass the exam and be awarded certification.

Certificate

ITIL® Practitioner

Credits

ITIL Practitioner is worth three credits towards the ITIL Expert qualification. IT is also worth 15 points towards your ITIL digital badge in the AXELOS Professional Development Programme.

Upon successfully achieving the ITIL Practitioner certificate, the student will be recognized with 14 Professional Development Units (PDU'S).

Reference Materials

It is advised to use the *ITIL® Practitioner Guidance*: ISBN: 9780113314874. This guidance can also be used in the Open Book exam. The exam is also based on various elements of the ITIL core material, from the Planning to Implement Service Management publication.

Course Description

Whereas ITIL® Foundation focuses on 'what' and 'why', ITIL® Practitioner shows 'how' to start adopting an ITIL® framework and adapt it to day-to-day situations and responsibilities, giving individuals more confidence in their ability to structure and contribute to ITSM initiatives.

ITIL® Practitioner offers practical guidance to support your business objectives, develop the skills needed to apply ITIL® concepts in the organization and ensure 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 graduates are ready to initiate and successfully carry out required improvement initiatives.

ITIL® Practitioner focuses on the Continual Service Improvement (CSI) approach as a way to structure improvement initiatives. ITIL® Practitioner also covers three key areas crucial to the success of any improvement initiatives:

- Organizational Change Management
- Communication
- Measurement and Metrics

ITIL® Practitioner does not replace any existing ITIL qualifications. It is complementary to - and fits in with - the current ITIL qualifications scheme. ITIL Practitioner is not a prerequisite for the ITIL Intermediate Level qualifications.

Course and Learning Objectives

Upon successful completion of the theoretical and examination components related to this certification, graduates can expect to be able to:

- Use IT Service Management concepts that are important drivers of continual service improvement
- Apply ITSM guiding principles in a real-world context
- Apply the CSI approach to manage improvements in a given organizational context
- Use measurement and metrics to facilitate continual service improvement
- Communicate effectively to facilitate continual service improvement
- Apply organizational change management to support continual service improvement

Course Approach

As this is a "Practitioner" course, the focus is on acquiring skills. For that purpose, this course introduces the concept of scenario-based learning with a multimedia case study and modular exercises. It combines lectures, discussions and practical experience to prepare participants for the ITIL® Practitioner certification exam and provides valuable practical knowledge that can be rapidly applied in the workplace. The case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance.



Empowering Professionals

Quint Academy is one of the world's largest IT training organizations. Worldwide, over 30,000 professionals choose Quint Academy every year. Since 1992, we have been successfully responding to the IT training needs of these professionals.

The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

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Course Student Material

Students will receive a ITIL® Practitioner classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Concepts Covered

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

