ITIL® Practitioner—Classroom

About the Course

This two day practical course is designed to show you how to adopt and adapt the ITIL service management framework so you can make beneficial change within your organisation.

To sit the exam, delegates must hold a current ITIL Foundation certificate. The ITIL Practitioner is worth three credits towards the ITIL Expert qualification.

Designed for

- IT Managers or Practitioners involved in the strategy, design, implementation and ongoing delivery of business-used IT services.
- Individuals requiring an insight into Service Management best practice.
- anyone involved in provision, support, and delivery of IT Services.

Pre-requisites

This course assumes a knowledge of ITIL and ITSM to Foundation level supported by a current ITIL Foundation certificate.

Contents

Provided on, and supporting, the course is your copy of the official publication 'ITIL Practitioner Guidance covers the Continual Service Improvement (CSI) approach as the way to structure any improvement initiatives.

ITIL Practitioner also covers three key areas crucial for success of improvement initiatives:-

- Organisational Change Management
- Communication
- Measurement and Metrics.

The ITIL Practitioner guidance follows 9 Guiding Principles:-

- Focus on value
- Design for experience
- Start where you are
- Work holistically
- Progress iteratively
- Observe directly
- Be transparent
- Collaborate
- Keep it simple.

The course provides and uses a 'toolkit' for delegates to use when considering and addressing improvements in any aspect of any area within any organisation.

Specially written scenarios and comprehensive sets of related tasks help provide a practical application of the method.

Course Objectives

- Demonstrate and provide practical examples in how to adopt and adapt the ITIL framework within your organisation
- How to improve your services, service provision and your own work and working environment
- The course structure follows the CSI approach in addressing guiding principles and key areas crucial to your initiatives
- Preparation for the ITIL Practitioner examination itself

Exams

Practitioner: 2 hour, 15 mins, open-book. Scenario-based 40 multiple-choice questions. Required pass mark 70% (28/40).

Passing the exam will give you an internationally recognised professional qualification, and is a pre-requisite for further courses and study in ITIL..

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Certifying Professionals

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