

# ITIL® Practitioner

Duration 3 Days

## COURSE DESCRIPTION

ITIL Practitioner course offers practical guidance for professionals on how to adopt and adapt ITIL for their organization. This course is the next logical step for individuals who have earned the ITIL Foundation Certificate and are familiar with the 'what' and 'why' of ITIL. ITIL Practitioner will focus on the 'how'.

This immersive case study driven course is developed by practitioners for practitioners! During the 3-day course, individuals, teams, and organizations will learn to address the challenges faced by them due to IT Service Management (ITSM) improvement initiatives.

The course is packed with interactive assignments, tools, checklists, and guidance on how to make the improvement changes happen. You will learn to describe, explain, and distinguish among the various elements of being an ITIL Practitioner. Moreover, it helps you in practice solving, calculating, and applying the knowledge and techniques to a realistic scenario. The course also includes a toolkit and continuous learning track to give you an ongoing support throughout your improvement journey.

## AUDIENCE

This course is of interest for ITSM professionals. Whether working in customer service or involved in running projects, everyone should be able to identify, initiate, and successfully complete service improvement initiatives either small or large:

- IT Management
- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators

## PREREQUISITES

ITIL Foundation Certification

## LEARNING OBJECTIVES

Individuals certified at this level will have demonstrated the following:

- Understand the ITSM concepts that are important drivers of Continual Service Improvement (CSI)
- Able to apply the ITSM guidance principles in a real-world context
- Able to apply the CSI approach to manage improvements in a given organizational context
- Connect and align ITIL with other frameworks, good practices, and methodologies, such as Lean, DevOps, Agile, and SIAM
- Able to use metrics and measurements to enable continual improvement
- Understand how to communicate effectively to enable CSI
- Able to apply organizational change management to support continual improvement



## COURSE OUTLINE

### MODULE 1: COURSE INTRODUCTION

- Course Learning Objectives
- Course Agenda
- Module Learning Objectives
- Topics Covered in This Module
- Scenario-based Learning
- Course Structure
- Certification
- The ITIL CSI Approach
- Guiding Principles
- Get to Know Each Other

### MODULE 2: THE JOURNEY

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- A Message from the CEO
- Current Challenges
- The CSI Approach: What is the vision?  
Where are we now?
- What is the vision?  
Where are we now?
- The Assignment
- Sources and Inputs
- Decision Time!
- Debrief

### MODULE 3: ORGANIZATIONAL CHANGE MANAGEMENT (OCM)

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- Topics Covered in This Module
- Purpose and Approaches
- Essentials for Successful Improvement
- Implementing a Successful Change
- Continual Improvement of OCM

### MODULE 4: THE DESIRE

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- The CSI Approach: Where do we want to be?
- Where do we want to be?
- Vision to Measurement Trail
- Our Goals and Value
- Never Lose the Big Picture!
- Company Requirements

- The Assignment
- Sources and Inputs
- Presenting the Power of the Story
- Debrief

### MODULE 5: COMMUNICATIONS

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- Topics Covered in This Module
- Good Communication
- Communication Principles
- Communication Techniques
- Types of Communication

### MODULE 6: THE ROADMAP

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- The CSI Approach: How do we get there?  
How do we get there?
- Refresher: Five Major Aspects of Service Design
- Refresher: Balanced Scorecard
- Mixing Frameworks and Methods
- A Message from Lynda, Head of PR
- The Assignment
- Sources and Inputs
- Getting into Character: You are EJ Airways!
- A Message from the CEO
- Meeting Time
- Debrief

### MODULE 7: METRICS AND MEASUREMENTS

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- Topics Covered in This Module
- Metrics and Measurements in CSI
- Cascades and Hierarchies
- Metrics Categories
- Assessments
- Reporting

### MODULE 8: CHECK, CONTROL, AND REDIRECT

- Intent and Context
- References
- Relevant Glossary Terms

- Module Learning Objectives
- The CSI Approach: Did we get there?
- Did we get there?
- Refresher: DIKW Model
- Benefits Realization
- Progress Iteratively
- The Assignment
- Sources and Inputs
- Analysis Time
- Stop Your Work
- Discussion Time
- Debrief

## MODULE 9: STAY TUNED

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- The CSI Approach: How do we keep the momentum going?

- How do we keep the momentum going?
- Resistance Management Plan
- Reinforcement with Balanced Diversity
- The Assignment
- Sources and Inputs
- CEO's State of Mind
- Debate Time
- Debrief

## MODULE 10: GUIDING PRINCIPLES

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- Topics Covered in This Module
- The Guiding Principles
- Applying the Guiding Principles

## MODULE 11: THE NINE GUIDING PRINCIPLES VIDEOS

## ABOUT THE EXAMINATION

- The exam is a closed book, forty (40) multiple choice questions. The pass score is 70%. The exam lasts 2 hours and 15 minutes (33 minutes extra for non-native English speakers).



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