

ITIL® Practitioner

Learn via: **Classroom**

Duration: **3 Day**

Overview

This three-day intensive course, designed by QA's industry leading service management experts, is fully accredited and provides you with a thorough understanding of the latest ITIL Practitioner Guidance on 'how' to start to adopt and adapt ITIL best practice successfully in your organisation.

This focused course is not designed to be a simple stepping stone from Foundation to the Intermediates. Its aim is to go well beyond the 'what and the why', providing advanced learning for SM professionals, so that they can be more effective in their roles. To achieve this goal, the course has been designed to provide delegates with learning and insights on how individuals can actually implement and improve service management practices within an organisation, based upon the AXELOS ITIL Practitioner guidance and associated toolkit. It requires delegates to consider various aspects of improvement approaches, and expects them to have completed the pre-course reading before attending.

By working with world-class organisations, we are uniquely able to bring you a course that will give you the best opportunity to develop your service management career and enable you to have the essential skills to apply ITIL in your organisation.

As this is an intensive course, there will be homework assignments each evening to consolidate the learning.

*Please note that since this course is additive to the existing Intermediate ITIL courses, this course can be taken irrespective of whether a delegate has taken or intends to take further ITIL Intermediate courses.

Prerequisites

Possession of one of the following is mandatory. Proof of prerequisites MUST be produced on the day of the exam to the trainer.

- ITIL v3, 2011 or v4 Foundation.
- ITIL v2 Foundation and v2/v3 Foundation Bridge.

Acceptable forms of prerequisite confirmation are as follows:

- A copy of the candidates examination certificate
- Confirmed entry in the AXELOS Successful Candidate Register. You will need to provide the full SCR number (registration/candidate number located on your certificate).

Delegates will NOT be permitted to sit the exam.

For any queries on this please email prereqs@qa.com.

Proof of identification:

If taking an exam, candidates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided. Please note that if proof is not provided within 40 days, candidate's exam results will be null and void and a re-sit would be required.

Reasonable Adjustments Policy

The exam provider allows additional time for candidates who have a disability or whose native language differs to that of the examination paper. Full details and how to apply can be found here www.qa.com/axelosexams. At least two weeks' notice will be required for processing this request. Delegates failing to advise QA and provide evidence when requested, may not be allowed the additional support offered via the policy. QA Exam Administration can be contacted by email exam.admin@qa.com or by phone 44(0) 1793 696162.

Course Material

Please ensure you bring a device such as a mobile phone, tablet or laptop to be able to load your course material on to as you may need this for use in the evenings.

What You Will Learn

By attending the ITIL Practitioner course, candidates should be able to apply and understand 'how' to use ITIL guidance to deliver service improvement within their organisations.

Specifically delegates will:

- 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 metrics and measurement 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.

ITIL® is a registered trade mark of AXELOS.

Outline

Course structure

Delivered by fully accredited trainers and industry leading experts with extensive experience of using ITIL, the course uses case studies and accelerated learning techniques to ensure that theory is embedded and you feel confident in the practical application of ITIL.

Module - Introduction

Apply the concept of "Adopt and Adapt" when using ITIL guidance in a given context.

Module - ITSM Guiding Principles

Apply the ITSM guiding principles in a given context when planning and implementing service improvements.

- a) Focus on value
- b) Design for experience
- c) Start where you are
- d) Work holistically
- e) Progress iteratively
- f) Observe directly
- g) Be transparent
- h) Collaborate
- i) Keep it simple

Module - CSI Approach and measuring improvement

Describe the purpose and main outputs of each step of the CSI Approach.

Use the CSI Approach tools and techniques successfully in a given specific context:

- a. Orientation Worksheet
- b. Benefits Realization Review Template
- c. CSI registers

Apply the CSI approach to a given context, including a holistic view of the guiding principles and how the three critical competencies contribute to an improvement (Communication, Metrics & Measurement, OCM)

Define critical success factors (CSFs) using a relevant hierarchical approach

- a) ITIL Vision to measurement
- b) Balanced scorecard
- c) Organizational cascade

Determine key performance indicators (KPIs) to underpin a critical success factor

Analyze CSFs and KPIs in a given context to ensure that they are balanced between the four categories

- a) Technology, process, service
- b) Progress compliance, effectiveness, efficiency
- c) Leading, trailing
- d) Inside-out, outside-in

Define a current state assessment plan in a given context

- a) Goal

- b) Scope
- c) Assessment criteria
- d) Required outputs
- e) Available resources and skills

Module - Communication

Explain the nature, value, importance and benefits of good communication

Understand communication principles

- a) Communication is a two way process
- b) We're communicating all the time
- c) Timing and frequency matter
- d) There is no single correct method
- e) The message is in the medium

Use relevant communication tools and techniques to support improvement in a given context

- a) Stakeholder communication plan
- b) Business case

Module - Organisational Change Management (OCM)

Explain the role and impact of OCM in successful improvement

Understand the purpose and value of OCM activities

- a) Create a sense of urgency
- b) Manage stakeholders
- c) Manage sponsors
- d) Analyze training needs
- e) Manage resistance to change
- f) Use reinforcement to embed the change

Use relevant OCM tools and techniques to support improvement in a given context

- a) Sponsor diagram
- b) Stakeholder worksheet
- c) Stakeholder map
- d) RACI matrix

Apply knowledge of OCM when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles

Accreditations and exams

The ITIL Practitioner examination takes place on the afternoon of day three of the course. You must bring photographic identification on the exam day (passport, driving license or student card).

- 40 scenario-based, multi-choice questions, the majority of which will be based on the case studies document used during the course
- 2 hours and 15 minutes
- You may use your official ITIL Practitioner Guidance manual only
- Candidates require a minimum of 28 marks (70%) to pass

ITIL® is a registered trade mark of AXELOS.