
ITIL Practitioner

Duration: 3 Days **Course Code: ILPR**

Overview:

This highly practical course is designed to show students "how" to implement service improvements based around ITIL's philosophy of 'Adopt and Adapt'. It has a holistic syllabus and combines all 9 guiding principles of service improvement, the Service Improvement Approach, Communication, Metrics and Measurement, Communication, and Organizational Change Management with practical exercises and exam technique. The course acts as a full preparation for the ITIL practitioner examination which is sat at the end of the 3 day event.

Target Audience:

The course is aimed at: - Those engaged in IT development, IT operations and IT service management. Individuals wishing to have detailed understanding of the principles of service improvement.

Objectives:

- After completing the course, students are familiar with the following aspects of ITIL :
 - Understand how to define services in terms of value, cost, outcomes and risk
 - Using the guiding principles of service improvement
 - Anchoring programmes to the service improvement approach
 - Appreciate and act on organizational change principles
 - Be able to define and report using meaningful metrics
 - Plan effective communications for improvement
 - Be ready to sit the ITIL practitioner examination
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Prerequisites:

ITIL foundation V3 equivalent, V3 or 2011 is a mandatory requirement

Testing and Certification

The course leads up to the Axelos ITIL practitioner exam. Successfully passing (70%) the 1 hour 45 minute, open book examination, consisting of 40 case study based multiple-choice questions, leads to the ITIL practitioner certificate. This is worth 3 credits towards the ITIL expert award. This version of the course involves preparing and sitting the exam at the end of the class.

Exam is included in the course fee.

Follow-on-Courses:

ITIL Intermediate courses

Content:

Service Management Concepts

- Adopt and Adapt
- VOCR – Value, outcomes, costs and risks

Guiding Principles

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

Service improvement Approach

- What is the vision?
- Where are we now?
- Where do we want to be?
- How do we get there?
- How do we know we've arrived?
- How do we keep the momentum going?

Organizational Change Management (OCM)

- What is OCM?
- Sources of resistance
- People transition
- Stakeholder management
- Sponsor management
- Resistance management
- Reinforcement

Metrics and Measurements

- CSFs and KPIs
- Metric cascades and hierarchies
- Metric categories
- Assessment
- Reporting

Communication

- Issues caused by poor communication
- Benefits of good communication
- Communication essentials
- Communication principles
- Communication types

Tips for the exam

Sample exam

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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