



ITIL® PRACTITIONER COURSE

Location: Chicago, IL

Date: August 24 - 25, 2017

Cost: \$1645 per student

Course Description:

The 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 2-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.

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

Prerequisites:

ITIL Foundation Certification

Course Student Material:

Students receive an eBook of the Student Workbook.

About the Examination:

- Multiple choice examination questions
- 28 marks required to pass (out of 40 available) - 70%
- 40 questions
- 135 minutes' duration
- Open book

Credits:

- Upon successful passing of the ITIL® Practitioner exam, the student will be recognized with 3 credits in the ITIL® qualification scheme.

Agenda:

Day1	Day2
Using ITIL - Adopt & Adapt	Communication
Guiding Principles of Implementation	Organizational Change Management
The CSI Approach	The ITIL Toolkit
Metrics & Measurements	Exam Prep
	Exam

About TechnoLava LLC:

TechnoLava is focused on the Development, Implementation and Continual Service Improvement of IT Service Management Solutions and Services. We provide ITSM Best Practice consulting and implementation services and Best-of-Breed tools for IT Asset Management, Configuration Management (CMDB), Change Management and other Service Management best practice processes. TechnoLava provides Full Lifecycle Development, to include Requirements Analysis, Process and Workflow development and design and implementation of the solution. Focusing on your strategic business goals, TechnoLava's experienced ITIL and ServiceNow certified team can help you define your operational needs and successfully design and deploy secure, reliable solutions based on Best-of-Breed technologies such as ServiceNow, Nuvolo, Mobile Reach and others. TechnoLava has ServiceNow certified and highly experienced engineers for your implementation and customization requirements. For more detailed information about our capabilities, please visit www.TechnoLava.com



ITIL® are registered trademarks of AXELOS Limited. The Swirl Logo™ is a trade mark of AXELOS Limited. Used under permission of AXELOS Limited. All rights reserved.