



## ITIL® Practitioner Guidance

**Certificate:** ITIL® Practitioner Guidance

**Duration:** 2 days

**Delivery:** Classroom, Virtual Classroom

**Accreditor:** PEOPLECERT

**Credits:** 3 Credits to ITIL Expert

### Course Description:

The case study driven 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 and guided activity 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:

Participants need to attain the ITIL® Foundation certificate.

**Course Student Material:** Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

### About the Examination:

- 40 multiple choice. 1 mark per question
- 28 marks required to pass (out of 40 available) - 70%
- 135 minutes' duration
- Open (unmarked) book
- Scenario based

### Course Agenda:

Day 1	Day 2
1. Course Introduction	6. Practitioner Exercises
2. The Journey	7. Exam prep and sample questions
3. The Nine Guiding Principles	
4. The CSI Approach	
5. Organizational Change Management (OCM) (Lecture)	
4. Communication	
5. Measurements and Metrics	

### Syllabus:

<https://www.axelos.com/certifications/itil-certifications/itil-practitioner-level>



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.