

## ITIL Practitioner

ITIL Practitioner offers practical guidance on how to adopt and adapt the ITIL framework to support your business objectives. Practitioner is the next step after ITIL Foundation for professionals who have already learned the basics of IT Service Management (ITSM). ITIL Practitioner covers the Continual Service Improvement (CSI) approach as the way to structure any improvement initiatives.

### How you'll benefit

This class will help you:

- Learn the purpose of key ITIL practices
- Preparation for ITIL4 foundation exam

### Why Attend with Current Technologies CLC

- Our Instructors are in the top 10%
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs Run up to Date Code for all our courses

### Objectives

Upon completing this course, the student will be able to meet these objectives:

- Key concepts of ITIL service management
- How ITIL guiding principles can help an organization to adopt and adapt ITIL service management
- The four dimensions of ITIL service management
- The purpose and components of the ITIL service value system, the ITIL guiding principles, and governance
- The activities of the service value chain, and how they interconnect, and the key concepts of continual improvement

### Who Should Attend

The job roles best suited to the material in this course are:

- Those seeking ITIL Foundation certification
- Everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.

<b>Course Duration</b>
3 day
<b>Course Price</b>
\$2,895.00
<b>Methods of Delivery</b>
<ul style="list-style-type: none"><li>• Instructor Led</li><li>• Virtual ILT</li><li>• On-Site</li></ul>
<b>Certification Exam</b>
ITIL Practitioner

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- All IT Professionals
- IT Project Managers
- IT Managers
- IT Architects and Consultants

### Perquisites

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of IT terminology
- IT related work experience is recommended

### Outline

#### Module 1: Introduction

- Using ITIL -- adopt and adapt
- Understanding service
- Delivery models
- Service management versus IT service management

#### Module 2: Guiding Principles

- ITSM Guiding Principles
- Applying the Guiding Principles

#### Module 3: The CSI Approach

- Characteristics of the CSI Approach
- Step-by-step guide to the CSI Approach

#### Module 4: Metrics and Measurement

- What is measurement for?
- Critical success factors and key performance indicators
- Metric cascades and hierarchies
- Metric categories
- Assessments
- Reporting

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- Continual improvement of metrics and measurement

### Module 5: Communication

- Why good communication is important
- Communication principles
- Communication techniques

### Module 6: Organizational Change Management

- Essentials for successful improvement
- Clear roles and responsibilities
- OCM and ITIL change management
- Impact of organizational change management
- Understanding people's transition through change
- Key activities for effective organizational change management
- Continual improvement of organizational change management