

ITIL Practitioner

Duration: 1 Day · **Training format:** Virtual Classroom / Online

Description

This highly practical course is designed to show you how to implement service improvements based on the ITIL® philosophy of “adopt and adapt.” In this holistic course, you will cover nine guiding principles of service improvement, the service improvement approach, communication, metrics and measurement, and organizational change management (OCM). The course fully prepares you for the ITIL Practitioner exam, which you may take at a later date.

What You'll Learn

- Service management concepts
- Guiding principles
- Service improvement approach
- Organizational change management
- Metrics and measurements
- Communication
- Tips for passing the ITIL Practitioner exam
- Practice with a sample ITIL Practitioner exam

Prerequisites

ITIL foundation v3 equivalent, v3 or 2011 is a mandatory requirement.

Outline

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 Success on the ITIL Practitioner Exam

Sample Exam