

Szkolenie: ITIL®
ITIL® Practitioner

FORMA SZKOLENIA	MATERIAŁY SZKOLENIOWE	CENA	CZAS TRWANIA
Stacjonarne	Tradycyjne	od 1500 PLN NETTO*	2 dni
Stacjonarne	Cyfrowe	od 1500 PLN NETTO*	2 dni
Stacjonarne	Tablet CTAB	od 1900 PLN NETTO*	2 dni
Metoda dlearning	Tradycyjne	od 1500 PLN NETTO*	2 dni
Metoda dlearning	Cyfrowe	od 1500 PLN NETTO*	2 dni
Metoda dlearning	Tablet CTAB	od 1900 PLN NETTO*	2 dni
OPCJE DODATKOWE			
Książka		300 PLN NETTO*	
Ebook		300 PLN NETTO*	
Egzamin podczas szkolenia		980 PLN NETTO*	
Egzamin online w domu		1000 PLN NETTO*	

* (+VAT zgodnie z obowiązującą stawką w dniu wystawienia faktury)

LOKALIZACJE

Kraków - ul. Tatarska 5, II piętro, godz. 9:00 - 16:00

Warszawa - ul. Bielska 17, godz. 9:00 - 16:00

DOSTĘPNE TERMINY

2019-06-27 | 2 dni | Kraków

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Cel szkolenia:

Where **ITIL® Foundation** focuses on the 'what' and the 'why', **ITIL® Practitioner** shows 'how' to start adopting and adapt the **ITIL®** framework within day-to-day situations and responsibilities, giving individuals more confidence in their ability to structure and contribute to ITSM initiatives. The **ITIL® Practitioner** offers practical guidance to support your business objectives, developing the skills to apply ITIL® concepts in the organization, ensuring business value by delivering fit-for-purpose and fit-for-use services. At the same time, the course and qualification gives confidence to managers that the attendants are ready to initiate and successfully carry out required improvement initiatives. **ITIL® Practitioner covers the Continual Service Improvement (CSI)** approach as the way to structure any improvement initiatives. **ITIL® Practitioner** also covers three key areas crucial for success of any improvement initiatives:

- Organizational Change Management
- Communication
- Measurements and Metrics.

ITIL® Practitioner does not replace any of the existing ITIL qualifications. **ITIL Practitioner** is complementary to—and fits in with—the current ITIL qualification scheme. **ITIL Practitioner** is not a prerequisite for the **ITIL Intermediate Level** qualifications.

Plan szkolenia:

- Course Introduction
 - Scenario based learning
 - The CSI approach
 - Certification
 - Get to know each other
- The Journey
 - Introduction to the scenario
 - The CSI approach: What is the vision? Where are we now?
- Organizational Change Management (OCM)
 - Purpose and approaches
 - Essentials for successful Improvement
 - Implementing Successful Change
 - Continual Improvement of O C M
- The Desire
 - The CSI approach: Where do we want to be?
- Communications
 - Good communication
 - Communication Principles
 - Communication Techniques
 - Types of communication
- Roadmap
 - The CSI Approach: How do we get there?
- Metrics and Measurements
 - Measurements and Metrics in CSI
 - Cascades and Hierarchies
 - Metrics Categories
 - Assessments

- Reporting
- Check, Control, and Redirect
 - The CSI approach: Did we get there?
- Stay Tuned
 - The CSI approach: How do we keep the momentum?
- Guiding Principles
 - The guiding principles
 - Applying the guiding principles
- Exam Preparation
 - Mock exam exercise

Wymagania:

To take the **ITIL® Practitioner exam**, individuals must hold an existing **ITIL Foundation certificate**.

Poziom trudności



Certyfikaty:

About **ITIL® Practitioner exam**:

The examination duration is 1 hour and 45 minutes. The examination is open book, i.e. the ITIL® Practitioner Guidance publication is allowed for reference during the examination. Candidates are expected to achieve a score of 70% (28 marks) or higher in order to pass the examination and be awarded certification.

Prowadzący:

Authorized PEOPLECERT Trainer.

Informacje dodatkowe:

ITIL® jest zarejestrowanym znakiem handlowym należącym do firmy AXELOS Limited i używanym za jej zgodą. Wszelkie prawa zastrzeżone.

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