Szkolenie: ITIL®
ITIL® Practitioner

**FORMA SZKOLENIA**

<table>
<thead>
<tr>
<th>FORMA SZKOLENIA</th>
<th>MATERIAŁY SZKOLENIOWE</th>
<th>CENA</th>
<th>CZAS TRWANIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stacjonarne Tradycyjne</td>
<td>od 1500 PLN NETTO*</td>
<td>2 dni</td>
<td></td>
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<tr>
<td>Stacjonarne Cyfrowe</td>
<td>od 1500 PLN NETTO*</td>
<td>2 dni</td>
<td></td>
</tr>
<tr>
<td>Stacjonarne Tablet CTAB</td>
<td>od 1900 PLN NETTO*</td>
<td>2 dni</td>
<td></td>
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<td>Metoda dlearning Tradycyjne</td>
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<td>2 dni</td>
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<td></td>
</tr>
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**OPCJE DODATKOWE**

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<thead>
<tr>
<th>OPCJE DODATKOWE</th>
<th>Cena</th>
</tr>
</thead>
<tbody>
<tr>
<td>Książka</td>
<td>300 PLN NETTO*</td>
</tr>
<tr>
<td>Ebook</td>
<td>300 PLN NETTO*</td>
</tr>
<tr>
<td>Egzamin podczas szkolenia</td>
<td>980 PLN NETTO*</td>
</tr>
<tr>
<td>Egzamin online w domu</td>
<td>1000 PLN NETTO*</td>
</tr>
</tbody>
</table>

* (+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

**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 business1 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 OCM
- 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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