

Training: ITIL®
ITIL® Practitioner

FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Hardcopy	400 EUR	2 days
Traditional	Digital materials	400 EUR	2 days
Traditional	CTAB Tablet	500 EUR	2 days
Distance learning	Hardcopy	400 EUR	2 days
Distance learning	Digital materials	400 EUR	2 days
Distance learning	CTAB Tablet	500 EUR	2 days

ADDITIONAL OPTIONS

Book	75 EUR
Ebook	75 EUR
Exam during the training	250 EUR
Online exam at home	260 EUR

LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

TRAINING GOALS:

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.

CONSPECT:

- 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

REQUIREMENTS:

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

Difficulty level



CERTIFICATE:

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.

TRAINER:

Authorized PEOPLECERT Trainer.

ADDITIONAL INFORMATION:

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The Swirl logo™ is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.