



## Course Outline

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### ITIL Practitioner

**Duration:** 2 days (14 hours)

**Learning Objectives:**

The ITIL Practitioner offers practical guidance for professionals on how to adopt and adapt ITIL for their organization. ITIL Practitioner is the next logical step for individuals who have earned the ITIL Foundation certificate and are familiar with the 'what' and 'why' of ITIL. ITIL practitioner will focus on the 'how'. This immersive case study driven course is developed by practitioners for practitioners! In the course of two days individuals, teams, and organizations learn to address the challenges that are faced by teams and organizations in their IT service management improvement initiatives while adopting and adapting ITIL. The course is packed with interactive assignments, tools, checklists and guidance on how to make the improvement changes happen, you will learn to describe, explain and distinguish between the various elements of being an ITIL Practitioner and practice solving, calculating and applying the knowledge and techniques to a realistic scenario. In addition, this course includes a toolkit and continuous learning track to give you ongoing support through your improvement journey.

At the end of this course, the learner will gain competencies in:

- Understand the ITSM concepts that are important drivers of Continual Service Improvement (CSI)
- Apply the ITSM guidance principles in a real-world context
- Apply the PRCT approach to manage improvements in a given organizational context
- Connect and align ITIL with other frameworks, good practices, and methodologies, such as Lean, DevOps, Agile, and SIAM
- Use metrics and measurements to enable continual improvement
- Understand how to communicate effectively to enable CSI
- Apply organizational change management to support continual improvement

**Prerequisites**

- ITIL Practitioner Certificate in IT Service Management.

**Target Audience:**

- IT professionals
- Business Managers
- Supervisory Staff
- IT Architects
- IT Consultants
- IT Audit Managers

**Certification**

- ITIL Practitioner Certificate in IT Service Management.



## Exam Structure

- 40 scenario-based Multiple Choice Questions
- Open-book
- 105 minutes
- Pass Score 28/40 or 70%

## Topics Covered:

- IT Service Management Concepts
- Guiding Principles
- The CSI Approach
- Metrics and Measurement
- Communications
- Organizational Change Management (OCM)
- Exam Preparation

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