
ITIL Practitioner

Course Code

SSI001B

Duration

2 Days

Format

Class Room

Overview

ITIL® Foundation is a prerequisite to take ITIL® Practitioner as it supplements, rather than substitutes the Foundation qualification. To that end the ITIL® Practitioner syllabus will require delegates to have passed their ITIL® Foundation exam and be familiar with the principles of ITSM and the organization-wide common language of ITIL®. These learnings will be put in context to answer the 'how' of successful improvement initiatives with ITIL® Practitioner, which is the next step after Foundation, not a substitution. SureSkills is accredited by PeopleCert & Axelos.

Objectives

This course is designed to teach you how to:

- Use the foundational ITIL concepts that are important drivers for improvement initiatives
- Apply the ITSM Guiding Principles of a service-oriented approach to IT
- Apply ITIL's CSI Approach in a given organizational context
- Use metrics and measurements to enable improvements
- Communicate effectively as part of improvement initiatives
- Address the people side of improvements through the application of Organizational Change Management practices
- Provide practical guidance on how individuals can leverage Continual Service Improvement (CSI)
- Maximize the benefits of adoption and adaption of ITIL.
- Improve the capability of individuals throughout the business.
- Adopt and adapt ITIL in their day-to-day roles to generate maximum business benefits.
- Make use of technological capabilities, such as automation, real-time reporting and Cloud computing.
- Increase the quality of service design and the efficiency of service delivery.
- Leverage other frameworks and good practices and methodologies - such as Lean, DevOps, Agile and SIAM - to further enhance the value of ITSM.

Content

This course will cover the following:

- CSI Approach - Using the CSI Approach as an organizing framework to

Who Should Attend

All ITSM professionals seeking to take the knowledge gained from ITIL Foundation and apply it successfully within an organizational context. ITIL Foundation introduces the WHAT and WHY of ITIL; ITIL Practitioner gives you the HOW.

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lead a person and/or team through practical adoption of ITIL/ITSM guidance. Includes selected specific methods and techniques to use during particular steps of the approach.

- Guiding Principles - A set of broad principles that should be used to guide decisions and actions when adopting ITIL/ITSM – typically as a person and/or team moves through the steps of the CSI Approach.
- Critical Competencies - Three areas in which it is critical for a practitioner and/or organization to have and apply competencies in order for them to be successful in adopting the ITIL/ITSM guidance:
 - Communication
 - Measurement & Metrics
 - Organizational Change Management