



ITIL® Practitioner - Course Fact Sheet

Certificate: ITIL Practitioner
Duration: 2 days
Course Delivery: Classroom, Virtual Classroom

Accreditor: PeopleCert, EXIN
Language: English
Credits: 3 in the ITIL Scheme

Course Description:

The Velocity Knowledge case study driven ITIL Practitioner course offers practical guidance for professionals on how to adopt and adapt ITIL for their organization. This course 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! During the 2-day course, individuals, teams, and organizations will learn to address the challenges faced by them due to IT Service Management (ITSM) improvement initiatives.

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 among the various elements of being an ITIL Practitioner. Moreover, it helps you in practice solving, calculating, and applying the knowledge and techniques to a realistic scenario. The course also includes a toolkit and continuous learning track to give you an ongoing support throughout your improvement journey.

Audience:

This course is of interest for ITSM professionals. Whether working in customer service or involved in running projects, everyone should be able to identify, initiate, and successfully complete service improvement initiatives either small or large:

- IT Management
- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers

- Service Providers
- System Integrators

Learning Objectives:

Individuals certified at this level will have demonstrated the following:

- Understand the ITSM concepts that are important drivers of Continual Service Improvement (CSI)
- Able to apply the ITSM guidance principles in a real-world context
- Able to apply the CSI 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
- Able to use metrics and measurements to enable continual improvement
- Understand how to communicate effectively to enable CSI
- Able to apply organizational change management to support continual improvement

Benefits of Taking This Course:

The benefits can be summarized in the following components:

- **Leverage your existing ITIL expertise:** Improve your ability to adopt and adapt the ITIL Framework within your current role
- **Address business challenges:** Better equipped ITSM teams to meet and overcome the complex business challenges you face in your professional life
- **Commit to making a difference:** Show you are willing and capable to strive for continuous improvement

“ITIL is the overarching framework that brings together all the good practices in ITSM, globally. Traditionally, ITIL has focused on the ‘what’ and the ‘why’, leaving it to the practitioners to apply the guidance in their specific organizational context and find the best ways for the ‘how’ of adopt and adapt. As good practices appear, evolve, and grow, the need for more practical guidance on the ‘how’ has increased significantly.”

Kaimar Karu, Head of ITSM at AXELOS

Prerequisites:

- ITIL Foundation Certification

Follow-on Courses:

- ITIL Intermediates (Depending on your role, you can select the best fit among the 9 intermediate courses or can take multiple subjects to become an ITIL Expert)
- Agile Foundation

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- DevOps Fundamentals
- Lean IT Foundation
- Professional Cloud Service Manager

Examination:

- **Exam Format:** Open-book format (Web-based and Paper-based), candidates can bring a clean version of the Official Guidance Publication to the exam
- **Questions:** 40 scenario-based Multiple Choice Questions
- **Passing Score:** 70%
- **Exam Duration:** 1 hour and 45 minutes (15 minutes extra time for non-native English speakers)
- **Proctoring:** Live / Web proctored

Technical Requirements:

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- Available on: Desktop, Laptop, Tablet, SmartPhone, eReader.
- Recommended PDF reader: [Adobe Reader](#).
- Instructions for download are available [here](#).

Agenda:

Day 1	Day 2
1. Course Introduction	6. The Roadmap (Contd.)
2. The Journey	7. Metrics and Measurements (Lecture)
3. Organizational Change Management (OCM) (Lecture)	8. Check, Control, and Redirect
4. The Desire	9. Stay Tuned
5. Communications (Lecture)	10. Guiding Principles (Lecture)
6. The Roadmap	11. Exam Preparation Guide

Course Outline:

MODULE 1: COURSE INTRODUCTION

- Course Learning Objectives
- Course Agenda
- Module Learning Objectives
- Topics Covered in This Module
- Scenario-based Learning
- CSI Approach

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Guiding Principles
Course Structure
Certification
Get to Know Each Other

MODULE 2: THE JOURNEY

Intent and Context
References
Relevant Glossary Terms
Module Learning Objectives
A Message from the CEO
Current Challenges
The CSI Approach: What is the vision? Where are we now?
What is the vision?
Where are we now?
The Assignment
Sources and Inputs
Decision Time!
Debrief
Template: Elevator Pitch
Template: SWOT Analysis
Template: Stakeholder Analysis Worksheet
Template: Orientation Worksheet
Template: CSI Register

MODULE 3: ORGANIZATIONAL CHANGE MANAGEMENT (OCM)

Intent and Context
References
Relevant Glossary Terms
Module Learning Objectives
Topics Covered in This Module
Purpose and Approaches
Essentials for Successful Improvement
Implementing a Successful Change
Continual Improvement of OCM

MODULE 4: THE DESIRE

Intent and Context
References
Relevant Glossary Terms
Module Learning Objectives
The CSI Approach: Where do we want to be?
Where do we want to be?
Vision to Measurement Trail
Our Goals and Value
Never Lose the Big Picture!
Company Requirements
The Assignment
Sources and Inputs
Presenting the Power of the Story



Debrief
Template: Presentation Worksheet
Template: Stakeholder Worksheet
EJ Airways CSI Register

MODULE 5: COMMUNICATIONS

Intent and Context
References
Relevant Glossary Terms
Module Learning Objectives
Topics Covered in This Module
Good Communication
Communication Principles
Communication Techniques
Types of Communication

MODULE 6: THE ROADMAP

Intent and Context
References
Relevant Glossary Terms
Module Learning Objectives
The CSI Approach: How do we get there?
How do we get there?
Refresher: Five Major Aspects of Service Design
Refresher: Balanced Scorecard
Mixing Frameworks and Methods
A Message from Lynda, Head of PR
The Assignment
Sources and Inputs
Getting into Character: You are EJ Airways!
A Message from the CEO
Meeting Time
Debrief
Template: Implementation Plan (including RACI and Workshop Checklist)
Template: Meeting Notes
Template: Balanced Scorecard

MODULE 7: METRICS AND MEASUREMENTS

Intent and Context
References
Relevant Glossary Terms
Module Learning Objectives
Topics Covered in This Module
Metrics and Measurements in CSI
Cascades and Hierarchies
Metrics Categories
Assessments
Reporting

MODULE 8: CHECK, CONTROL, AND REDIRECT

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- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- The CSI Approach: Did we get there?
- Did we get there?
- Refresher: DIKW Model
- Benefits Realization
- Progress Iteratively
- The Assignment
- Sources and Inputs
- Analysis Time
- Stop Your Work
- Discussion Time
- Debrief
- Template: Communications Campaign Checklist
- Template: Report Worksheet
- CSI Register
- Template: Benefits Realization Review

- Email: Automated Baggage Drop
- Email: Baggage Handling System
- Email: Internet on Board
- Memo: Culture Impacts

MODULE 9: STAY TUNED

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- The CSI Approach: How do we keep the momentum going?
- How do we keep the momentum going?
- Resistance Management Plan
- Reinforcement with Balanced Diversity
- The Assignment
- Sources and Inputs
- CEO's State of Mind
- Debate Time
- Debrief
- Template: Resistance Management Plan

MODULE 10: GUIDING PRINCIPLES

- Intent and Context
- References
- Relevant Glossary Terms
- Module Learning Objectives
- Topics Covered in This Module
- The Guiding Principles
- Applying the Guiding Principles

MODULE 11: EXAM PREPARATION GUIDE

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