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ITIL® Practitioner Classroom



The IT Infrastructure Library (ITIL) is the most widely accepted approach to IT Service Management in the world. ITIL is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Practitioner is the second of two ITIL examinations that you are required to pass to become a Registered ITIL Practitioner. ITIL Practitioner follows on from ITIL Foundation and builds on the 'what' and the 'why' by giving users the know-how to identify and deliver improvement initiatives in the workplace. ITIL Practitioner will prepare you for a broad range of challenges faced within ITSM, equipping you with practical guidance, confidence and know-how to adopt and adapt the ITIL framework according to your organisation's requirements.

BENEFITS

For the individual

- ✓ ITIL Practitioner gives you the PRACTICAL SKILLS required to drive service improvement initiatives – which are not covered at Foundation level
- ✓ Learn skills and techniques focused on improving organisational change management, communication and measurement and metrics
- ✓ Learn how to leverage good practices from other philosophies, methodologies and frameworks outside of the ITIL core, such as DevOps, Lean and Agile

For the organisation

- ✓ ITIL Practitioner provides employees with the skills to identify and deliver service improvements in line with business goals
- ✓ Staff will learn 3 critical competencies (organisational change management, communication, and measurement and metrics) and be equipped with a comprehensive toolkit to drive improvements on return to the office
- ✓ ITIL Practitioner is a long-term investment in your team's professional development

COURSE CONTENT

By the end of this course you will be able to:

- ✓ use IT Service Management concepts that are important drivers of continual service improvement
- ✓ apply the ITSM guiding principles in a real world context
- ✓ apply the CSI approach to manage improvements in a given organisational context
- ✓ use metrics and measurement to enable continual service improvement
- ✓ communicate effectively to enable continual service improvement
- ✓ apply organisational change management to support continual service improvement

DURATION

This is a two-day course leading to the ITIL Practitioner Examination, which is scheduled to take place on the final day. In-house events may vary in duration according to client requirements.

Pre-requisites

Delegates will require a comprehensive understanding of ITIL and to have successfully completed the ITIL Foundation level certification.

Who is ITIL Practitioner for?

This course would benefit IT Service Management professionals, who began their ITIL journey with Foundation, to first learn the global language of ITSM, and now wish to progress to Practitioner level in order learn how to adopt and adapt ITIL in the workplace.

It will also benefit

- ✓ ITSM Professionals
- ✓ IT Managers
- ✓ IT Service Providers
- ✓ IT Directors and Managers
- ✓ CIO's
- ✓ Business Managers
- ✓ Service Management Consultants and Contractors
- ✓ Business Process Owners

Scheduled Dates & Prices

See our latest public schedule for dates, venues and prices. Visit us at www.ilxgroup.com.

Reservations & Information

To reserve your place on this course, or to find out more about in-house courses, please contact your local training advisor or for further assistance email sales@ilxgroup.com.