

## ITIL 2011 Practitioner Certificate Program

### Course Summary

#### Description

The purpose of the ITIL Practitioner certificate program is to ensure the candidate has sufficient understanding and hands-on experience of how to apply, assess, and improve ITIL best practices.

#### Topics

- 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 organizational context
- Use metrics and measurement to enable continual service improvement
- Communicate effectively to enable continual service improvement
- Apply organizational change management to support continual service improvement
- Apply the concept of 'adopt and adapt' when using ITIL guidance in a given context
- Analyze the importance of each element of a service when planning and implementing service improvements
- Apply the ITSM guiding principles in a given context when planning and implementing service improvements
- Describe the purpose and main outputs of each step of the CSI Approach
- Use the CSI Approach tools and techniques successfully in a given specific context
- Apply the CSI approach to a given context, demonstrating an understanding of the critical competences, the guiding principles and the scientific method
- Define critical success factors (CSFs) using a relevant hierarchical approach
- Determine key performance indicators (KPIs) to underpin a critical success factor
- Analyze CSFs and KPIs in a given context to ensure that they are balanced between the four categories
- Define a current state assessment in a given context
- Design a report in a given context
- Apply knowledge of metrics and measurement when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles
- Explain the nature, value, importance and benefits of good communication
- Explain communication principles
- Explain the purpose and value of communication tools and techniques
- Use relevant communication tools and techniques to support improvement in a given context
- Apply knowledge of communications when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles
- Explain the role and impact of Organizational Change Management (OCM) in successful improvement
- Describe the purpose and value of OCM activities
- Use relevant OCM tools and techniques to support improvement in a given context
- Apply knowledge of OCM when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles.

## **ITIL 2011 Practitioner Certificate Program**

### **Course Summary (cont'd)**

#### **Audience**

This qualification is aimed at IT staff responsible to introduce and/or improve the ITSM situation within the organization, including: change leaders (e.g. Senior Responsible Owners), and operational line managers/staff.

#### **Prerequisites**

Students wishing to take this examination must have previously passed the ITIL Foundation Examination.

It is recommended that students of this course acquire the "Complete ITIL Practitioner Guidance Book" - ISBN 978-0-11-331487-4. The book is to be used as reference material in the ITIL Practitioner open book exam. The book is not part of our course material, but students should buy it independently.

#### **Duration**

Three days

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