ProTech Professional Technical Services, Inc.

ITIL V3 Practitioner Certification Training

Course Summary

Description

The ITIL Practitioner Certification was designed to help IT Service Management Professionals learn how to adopt and adapt ITIL into their organization. The certification requires candidates to hold an ITIL Foundation certificate and it is strongly advised that candidates have worked in the field of IT Service Management for at least one to two years.

If you hold the ITIL Foundation certificate and are 'ready' to lead the adopt and adapt improvement initiative, then you are in the right place. The Foundation Certification provides the 'what' and 'why' of Service Management but really offers no concrete information on the 'how.' The Foundation course is focused on the basics of Service Management – the benefits of a process-driven framework to create business value from well-defined, designed, delivered and managed services. The Practitioner extends the best practice information to a methodological level – the 'how' of introducing new or changed services (or management practices). Understanding the information that is presented will still need to be 'adopted and adapted' to fit the Practitioner's comfort as well as the needs of the business.

The ITIL Practitioner uses the Continual Service Improvement (CSI) approach as the way to structure your improvement initiatives and it covers three key areas that are critical for your improvement initiatives to be successful. These include: Organizational Change Management, Communication Measurement and Metrics.

Objectives

By the end of this course, students will be able to:

- Use Service Management concepts that drive continual service improvement
- Implement associated CSI tools and techniques to manage improvements
- Utilize the nine guiding principles of Service Management to the planning and implementation of service improvements
- Exploit the three critical competencies for successful improvement initiatives (Communication, Metrics and Measurement and Organizational Change Management)

Topics

- Course Introduction: ITIL 2011: Practitioner
- Exam Tips
- Introduction
- Solutions to Exercises 1-3
- Guiding Principles
- Solutions to Exercise 4
- The CSI Approach

- Solutions to Exercise 5
- Metrics & Measurements
- Solutions to Exercise 6
- Communication
- Solutions to Exercise 7
- Organizational Change Management
- Solutions to Exercise 8

Course Outline

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Course Summary (cont.)

Audience

The ITIL Practitioner Certification was designed to help IT Service Management Professionals learn how to adopt and adapt ITIL into their organization.

Prerequisite

ITIL Foundation certificate (2011 or 2007 version or the v2 Certificate with the Foundation Bridge)
Read ITIL Practitioner Guidance (this is a separate book that should be purchased as it can be usable during the exam).

While not an official prerequisite, we strongly recommend the candidate have 1-2 years of practical experience and/or one or more ITIL Intermediate certificates. The reason is this: there is an assumed contextual understanding of Service Management – beyond the Foundation level—in the course. There is a strong element of 'doing' in this course (80% of the course time is in practical exercises); applying the discussed concepts as well as personal knowledge of Service Management to address the exercise (and exam) requirements. Without that personal history, we find most participants will need to spend additional time with the course concepts to be successful.

Duration

Four hours and nine minutes

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Course Outline

I. **Course Introduction: ITIL 2011: Practitioner**
   A. The Nature of the Class
      1. Lecture to Exercise Ratio
   B. Available Resources

II. **Exam Tips**
   A. Understanding the Exam Process
   B. Exam Questions and Grading
   C. Taking the Exam
   D. Using the Practice Exams

III. **Introduction**
   A. Read Chapter 1 of *ITIL Practitioner Guidance*
   B. Key Terms:
      1. Adopt & Adapt; Service; Service Provider; Customer; Value; Value Network
      2. Effective; Efficient; VOCR; Service Management
   C. Exercise 1: CruiseAlong Cars: The Enterprise
   D. Exercise 2: CruiseAlong Cars Services
   E. Exercise 3: CruiseAlong Cars Current Issues

IV. **Solutions to Exercises 1-3**
   A. One Possible Solution to:
      1. Relationship Diagram & Stakeholder Analysis
      2. Service Map
      3. Current Issues;
   B. Be Sure to Download the Practitioner Exercise Solutions

V. **Guiding Principles**
   A. Read Chapter 2 of *ITIL Practitioner Guidance*
   B. The Nine Guiding Principles
      1. Focus on Value; Design for Experience; Start Where You Are; Work Holistically; Progress Iteratively; Observe Direction; Be Transparent; Collaborate; Keep It Simple
   C. Exercise 4: CruiseAlong Cars: Addressing the Issues

VI. **Solutions to Exercise 4**
   A. One Possible Solution to:
      1. Addressing the Issues and the Application of the Guiding Principles
   B. Be Sure to Download the Practitioner Exercise Solutions

VII. **The CSI Approach**
   A. Read Chapter 3 of *ITIL Practitioner Guidance*
   B. The CSI Approach and its Outputs
      1. What is the vision?
      2. Where are we now?
      3. Where do we want to be?
      4. How do we get there?
      5. Did we get there?
      6. How do we keep the momentum going?
   C. The Resources
   D. Exercise 5: CruiseAlong Cars: Initial Improvements

VIII. **Solutions to Exercise 5**
   A. One Possible Solution to:
      1. Initial Improvements Using the CSI Approach
   B. Be Sure to Download the Practitioner Exercise Solutions

IX. **Metrics & Measurements**
   A. Read Chapter 4 of *ITIL Practitioner Guidance*
   B. Key concepts
   C. Purpose of Metrics
   D. Creating Business-relevant metrics
   E. Stakeholder needs
   F. Exercise 6: CruiseAlong Cars: CSFs/KPIs

X. **Solutions to Exercise 6**
   A. One Possible Solution to:
      1. CSF/KPI development
   B. Be Sure to Download the Practitioner Exercise Solutions

Course Outline

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Course Outline (cont.)

XI. Communication
   A. Communication Benefits
   B. Best Practice Communication
       Principles
   C. Communication Plan
   D. Exercise 7: CruiseAlong Cars:
       Communication Needs

XII. Solutions to Exercise 7
   A. One Possible Solution to:
       1. Defining Critical Communication
           Points
   B. Be Sure to Download the
       Practitioner Exercise Solutions

XIII. Organizational Change Management
   A. Managing Stakeholders
   B. IT Stakeholders
   C. Human Response to Change
   D. Exercise 8: CruiseAlong Cars:
       Managing Resistance to Change

XIV. Solutions to Exercise 8
   A. One Possible Solution to:
       1. Applying Techniques to Manage
           Resistance to Change
   B. Be Sure to Download the
       Practitioner Exercise Solutions