

# ITIL PRACTITIONER

## Overview

This course provides a complete overview of the main concepts of ITIL Practitioner, including the CSI approach, metrics and measurements, communications and organizational change, in order to adopt, adapt and apply the concepts of ITIL beyond Foundation

It also prepares students for the ITIL Practitioner examination

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# PRACTITIONER

## Course Duration

2-day public or single organization course with exam to follow, or 3-day course with enhanced assignments and exam during final day.

## Overview

This course provides the delegate with a good understanding of adapting, adopting and applying the concepts of ITIL. This accredited course also prepares delegates for the ITIL Practitioner Certificate exam.

## Objectives

### The course:

- To provide an understanding of the ITIL Practitioner Guide publication and the concepts within
- To give guidance on applying the CSI approach and associated principles, metrics, method of communication and organizational change to apply the ITIL concepts in a real-world situation.

## Who Should Attend?

The course is aimed at IT service management people whose are, or will be, implementing or improving IT services and/or processes in an ITIL environment.

The pre-requisite for this course is the ITIL Foundation Certificate.

## Professional Qualification

The qualification is based on a 1-hour-25-minute, open-book, multiple-choice exam comprising 40 questions. The passing score is 70%. Some students may be entitled to additional time – your course director can give more details if required.

## Structure

This is an instructor led classroom course that uses a combination of lectures, discussions, assignments and sample exam questions to provide the student with an understanding of the essential aspects of ITIL Practitioner and prepare for the exam.

## Content

Topics covered include:

Service: customer, outcome, value, cost, risk  
Adopting and adapting ITIL

Nine guiding principles:

- Focus on value
- Design for experience
- Start where you are
- Progress iteratively
- Observe directly
- Be transparent
- Collaborate
- Keep it simple
- Work holistically

The CSI Approach

- Activities
- Tools and methods

Metrics and measurements

- Metrics cascade
- Balance
- Assessment steps
- Reporting principles

Communications

- Value and importance
- 5 Principles
- 4 steps

Organizational change

- Importance in a people-centric change
- 6 steps, and links to CSI approach and other frameworks

## Documentation

Full printed course materials  
ITIL Practitioner Guidance book (required for open-book exam)

## What Next?

Following on from this course, you may wish to consider further ITIL or other service management training.

Please contact us to discuss your requirements with our team of expert advisors.

You may also be interested in:

**FoxMAPS™** - baseline current operation and outline implementation roadmap

**FoxPRISM™** - web based process tool

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