

## ITIL® Practitioner Training

**Course#: ITSM-03**

**Duration: 2 Days**

**Price: 0.00**

### Course Description

The ITIL Foundation Certification introduced us to the basics of the ITIL framework, and the Intermediate levels provided a deeper focus on IT Service Management. The next step in the ITIL suite of ongoing excellence is the ITIL Practitioner certification that helps professionals to understand how to adopt and adapt this ITSM system to support business objectives. By covering the three key areas crucial for success of improvement initiatives, namely Organizational Change Management, Communication and Measurement and Metrics, ITIL Practitioner offers a comprehensive method to carry out Continual Service Improvement (CSI) to deliver value and maintain global quality benchmarks.

KnowledgeHut, which is an ATO of PEOPLECERT for ITIL trainings brings you a full-fledged course that will familiarize you with the 9 guiding principles to achieve CSI. In-depth courseware and coaching by experts will help you aim for a first time clearance of the exam and gain the confidence to successfully initiate and carry out required improvement initiatives. ITIL is among the most widely respected credentials and there is a huge demand for professionals who can confidently apply the ITIL framework to identify changing approaches to service management.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit this link.

### Objectives

What you will learn:

On pursuing the course on the subsequent certification, you will be able to:

Understand the ITSM concepts in-depth and apply them for continuous improvement

Learn to adopt and adapt ITIL in organizational context

Apply the ITSM principles in a real-world context

Understand the associated technology and architecture

Learn the concepts of organizational change management and apply it for continual service improvement

Understand how to communicate effectively and enable continual service improvement

Learn how to apply measurement and metrics to achieve continual improvement

You will also get:

Instructor-led classroom training

3 credits toward ITIL Expert certification and 16 PDUs for PMI recertification

Downloadable e-book

Course delivered by Certified Expert Instructor

KnowledgeHut is an ATO of PEOPLECERT and a Certified Partner of Axelos for ITIL Trainings

## **Audience**

IT professionals, business managers, business process owners, project managers, students and individuals who have a keen interest in IT Services Management can attend this course.

## **Prerequisites**

There are no prerequisites for attending the workshop but in order to appear for the examination participants should have passed the ITIL Foundation exam.

## **Content**

IT Service Management concepts that are important drivers of continual service improvement

Apply the concept of adopt and adapt when using guidance in a given context

Analyze the importance of each element of a service when planning and implementing service improvements

Applying the ITSM guiding principles in a realworld context

Apply the ITSM guiding principles in a given context when planning and implementing service improvements

Applying the CSI approach to manage improvements in a given organizational context

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

Using metrics and measurement to enable continual service improvement

Define critical success factors (CSFs) using a relevant hierarchical approach

Determine key performance indicators (KPIs) to underpin a critical success factor

Analyse 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

Communicating effectively to enable continual service improvement

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

Applying organizational change management to support continual service improvement

Explain the role and impact of 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