ITIL Practitioner

Overview

ITIL Practitioner has been developed with the aim to help organisations and individuals increase the value they obtain from ITIL through practical guidance to adopt and adapt the framework to support the business.

ITIL Practitioner covers the Continual Service Improvement (CSI) approach as the way to structure any improvement initiatives. It also covers three key areas crucial for success of any improvement initiatives:

- Organisational Change Management
- Communication
- Measurement and Metrics

The ITIL Practitioner guidance follows 9 Principles

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

Who is ITIL Practitioner for:

ITIL Practitioner is the next step for professional who have obtained the ITIL Foundation qualification and have already learned the basics of IT Service Management. Through ITIL Practitioner they will find out how adopt and adapt the ITIL framework within day-to-day situations and responsibilities.

<u>Benefits of the ITIL Practitioner Course</u>

- It gives a practical guidance regarding how to introduce, apply and adapt ITIL throughout a particular organization.
- It provides new practical techniques which can make an impact and create a difference at a workplace.
- It allows individuals to extract maximum benefit from Continual Service Improvement to maximize the benefits provided by ITIL.