ITIL® Practitioner

The ITIL Practitioner certification offers practical guidance on how to adopt and adapt the ITIL framework to support your business' objectives. It is the next step after ITIL Foundation for professionals who have already learned the basics of IT Service Management (ITSM) and the business value of well-designed and delivered services.

Who should attend?

ITIL Practitioner is complementary to and fits in with the current ITIL qualification scheme. To take the ITIL Practitioner exam, individuals must hold an existing ITIL Foundation certificate. ITIL Practitioner is aimed at all IT service management professionals; an ITIL Practitioner demonstrates a commitment to both their personal and organizational development at any level.

Benefits

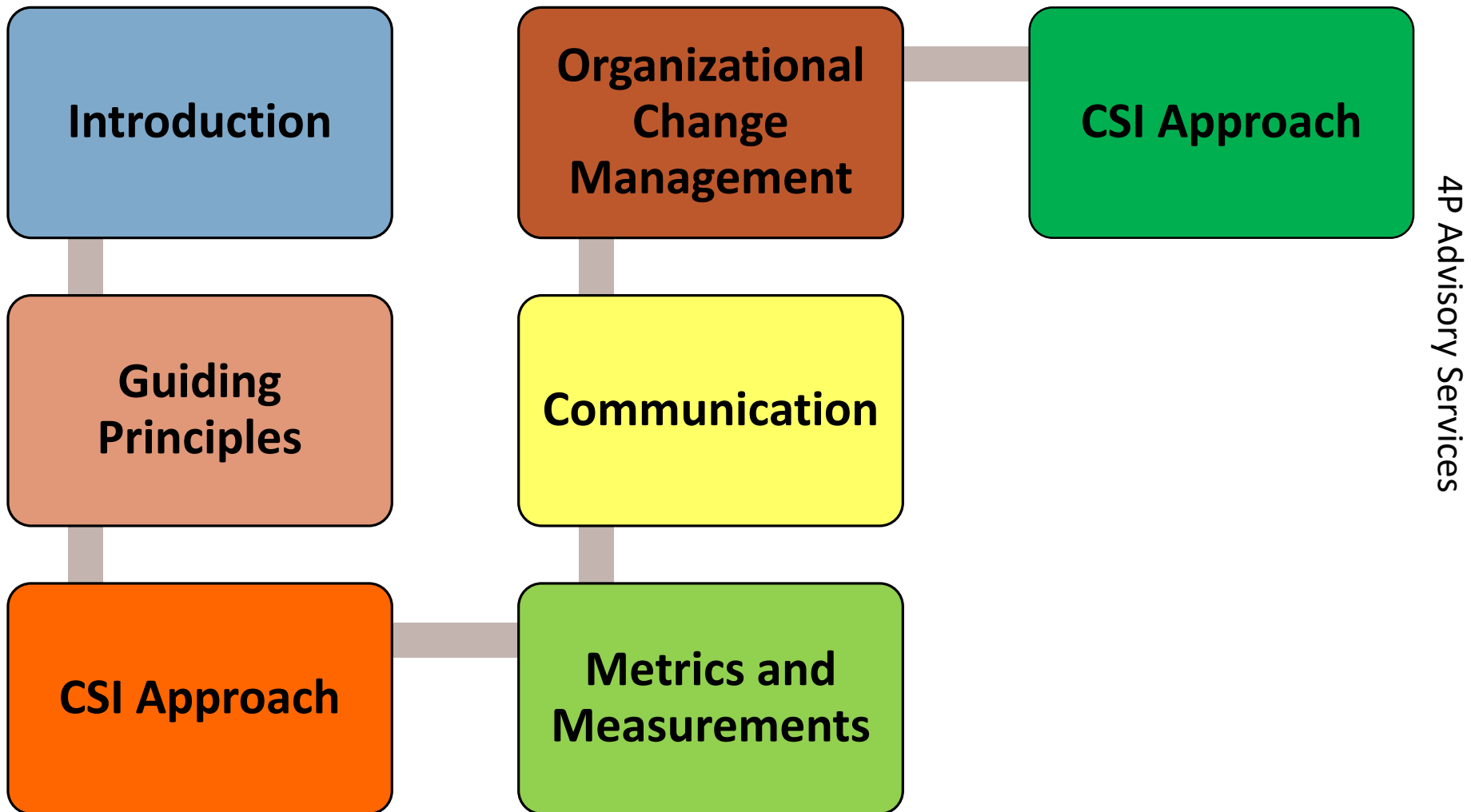Explore the IT Service Management concepts that drive the continual service improvement

Learn to apply the ITSM guiding principles practically & Learn the CSI approach for managing the improvements in a specific organizational ambience

Learn using the measurement and metrics for facilitating the service improvement persistently & Lean the effective communication for facilitating the service improvement continuously

Learn supporting the service improvement continually by applying the organizational change management

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Course Outline

Introduction

Organizational Change Management

CSI Approach

Guiding Principles

Communication

CSI Approach

Metrics and Measurements

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Prerequisites for the EXAM

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

Exam Details

- Internal exams will be conducted (Mandatory). The exam format may vary.
- Number of questions: 40 (Multiple choice) Scenario-based
- Pass Mark : 70% (28 out of 40)
- Open Book : Yes
- 1 point for each correct answer
- Exam duration : 135 minutes

The Trainer/facilitator may also choose to evaluate the participants during the program at the class room.

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Join NOW!

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