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ITIL

# ITIL® Practitioner Certification Training

This training offers practical guidance on how to adopt and adapt ITIL® to your business's objectives.

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

## Course Overview

Our 2-day instructor-led ITIL Practitioner training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is aimed at all IT professionals, and it provides a step between Foundation and the Intermediate Level. Students will be able to not only speak the language of ITIL, but translate it and use it in practice. This course will prepare you for the ITIL® Practitioner exam. Before taking this course, you must have the ITIL® Foundation Qualification.

## Course Outline

### Introduction

- Using ITIL - adopt and adapt
- Understanding service
- Delivery models
- Service management versus IT service management

## **Guiding Principles**

- ITSM Guiding Principles
- Applying the Guiding Principles

## **The CSI Approach**

- Characteristics of the CSI Approach
- Step-by-step guide to the CSI Approach

## **Metrics and Measurement**

- What is measurement for?
- Critical success factors and key performance indicators
- Metric cascades and hierarchies
- Metric categories
- Assessments
- Reporting
- Continual improvement of metrics and measurement

## **Communication**

- Why good communication is important
- Communication principles
- Communication techniques

## **Organizational Change Management**

- Essentials for successful improvement
- Clear roles and responsibilities
- OCM and ITIL change management
- Impact of organizational change management
- Understanding people's transition through change
- Key activities for effective organizational change management
- Continual improvement of organizational change management

# Exam Information

- Number of Questions: 40
- Passing Score: 70%
- Duration: 105 minutes
- Format: Scenario-based multiple choice supported by a case study. Exam is open book-The Practitioner Guidance is allowed for reference
- Exam Administrators: EXIN, ISEB, APMG, (LCS) Loyalist Certification Services and CSME

## Objectives:

- The Practice of Service Management
- The Service Lifecycle
- Understanding of Concepts and Definitions
- Key Models and Principles
- Selected Processes
- Selected Functions
- Selected Roles
- Architecture and Technology

Phoenix TS is an authorized testing center for Pearson VUE and Prometric exams. Register for exams by visiting the Pearson VUE and Prometric websites or call us at **(240) 667-7757**.

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Starting at **\$2,190**

### **ATTENTION**

For GSA pricing or Contractor quotes call  
[240.667.7757](tel:240.667.7757)



### Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

## Included in this **ITIL® Practitioner Certification Training**

- 2 days instructor-led training
- ITIL® Practitioner Certification Training training book
- (1) one ITIL Practitioner exam voucher
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class\*
- Tea, coffee and soda available throughout the day\*
- Freshly baked cookies every afternoon\*