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What is ITIL® Foundation and Practitioner Training?

Led by highly experienced and accredited instructors, this ITIL® Foundation and Practitioner Certification introduces the ITIL® Framework to candidates and gives them the tools to apply their knowledge of ITIL® into their respective business - adopting and changing the framework to suit the business' intentions.

The ITIL® Certification enables candidates to develop and transform their initial ITIL® understanding into complex applicable knowledge, concerning the organisational change management, measuring performance and optimisation, and initiating internal business communications. Building upon knowledge gained in the Foundation element of this ITIL® Course, the Practitioner course offers practical guidance of how to apply ITIL® - learning how to appraise and appreciate the true value of well-designed IT systems. ITIL® is an internationally renowned and utilised framework that helps companies manage IT systems and processes - regardless of the network size. ITIL® allows businesses to utilise IT systems to their full potential when initiating a business change, consequentially this ITIL® Foundation and Practitioner course would be beneficial for IT Service Management professionals when demonstrating that they are now capable of applying ITIL® concepts in their business, whilst giving them the confidence to bring about improvement changes. Having ITIL® Certified Practitioners will benefit a business looking to develop their processes and systems regularly to keep up to date with their competitors due to focusing closely on Continual Service Improvements.

The ITIL® Certification provides a modular approach in which to learn, comprehend, and apply the ITIL® framework, which improves a candidate's adoption and adaption of ITIL® within their respective businesses. Additionally, upon ITIL® Foundation and Practitioner Certification, candidates will possess 5 credits towards the 22 Credits required for the coveted ITIL® Expert status.

ITIL® Foundation Exam

- 40-Question Multiple Choice Exam
- 65% ITIL® Foundation Pass Mark Required for Certification
- 60 minutes
- Closed Book Exam

ITIL® Practitioner Exam

- 40-Question Scenario-based Multiple Choice Exam
- 70% ITIL Practitioner Pass mark required for Certification
- 135 minutes
- Open Book - the ITIL® Practitioner Guidance Book may be utilised

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Course Objectives

At the end of the ITIL® Practitioner Certification Course, candidates will:

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- Understand the Underpinning Concepts Behind ITIL®
- Use ITIL® Service Management Concepts
- The importance of People, Processes, Products and Partners for Service Management
- Gain an Understanding of Service Management as a Practice
- The Five Major Aspects of Service Design
- Understanding Customer Requirements and building relationships
- The Concept of “Good Practice”
- The Process Model and Process Characteristics
- Gain an understanding of the Service Life Cycle
- Where the Business Value is Realised
- Be Able to Apply the CSI Approach to Manage Improvements
- Initiate Organisational Change
- Encourage and Contribute to Continual Service Improvement
- Utilise Measurement and Metric Tools to Quantify Improvements
- Communicate Effective Changes

Gain an understanding of Service Management as a practice

- The concept of “Service”
- The concept of “Service Management”
- Understanding Customer Requirements and building relationships
- The concept of “Good Practice”
- The process model and process characteristics

Gain an understanding of the Service Life Cycle

- The objectives and business value for each phase in the life cycle

ITIL® Service Strategy

- Understand and develop markets
- Creation of value through services
- The four main activities
- Service Portfolio Management
- Financial Management
- Demand Management

ITIL® Service Design

- The importance of People, Processes, Products and Partners for Service Management
- The five major aspects of Service Design
- Different sourcing approaches and options
- The Service Design Processes

ITIL® Service Transition

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- Change Management
- Release and Deployment Management

ITIL® Service Operation

- Where the business value is realised
- Achieving a Balance
- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- Understanding of the Functions

ITIL® Continual Service Improvement

- Vital to ensure continued Good Practice
- The importance of Measurements and metrics
- The Deming Cycle
- Basic concepts, process activities, interfaces and metrics for the 7 step improvement process
- The role of Governance for Continual Service Improvement

ITIL Practitioner Qualities

- Practical Guidance on how to produce Continual Service Improvements
- Delivering Value
- Designing and adapting ITIL Principles
- Developing Professional ITIL Competencies
- Utilising ITIL Resources - real time reporting, automation, and Cloud computing

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