

ITIL® Practitioner Training

This ITIL Practitioner Certification educates candidates how to apply their knowledge of ITIL into their respective business - adopting and changing the framework to suit the business' intentions.

Objective

At the end of the ITIL Practitioner Certification Course, candidates will be able to:

- Use IT Service Management Concepts
- 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

Details

Duration: 2 Days

Who is this course for

Candidates must possess the ITIL Foundation Certification prior to undertaking this Practitioner-Level Course.

Course Content

- Practical Guidance on how 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