Tel +44 20 4571 2395
info@siliconbeachtraining.co.uk

What is ITIL® Practitioner Training?

Led by highly experienced and accredited instructors, 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. The ITIL® Certification enables candidates to develop their applicable knowledge of leading organisational change management, measuring performance and optimisation, and initiating internal business communications. Building upon knowledge gained from the ITIL® Foundation Course, this Practitioner course offers practical guidance of how to apply ITIL® - learning how to appraise and appreciate the true value of well-designed and delivered 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 course would be beneficial for IT Service Management professionals when demonstrating that they are capable of applying ITIL® concepts in their business, whilst giving them confidence to bring about improvement changes. Focusing closely on Continual Service Improvements, the ITIL® Practitioner Certification will benefit a business looking to develop their processes and systems regularly to keep up to date with their competitors.

The ITIL® Practitioner 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® Practitioner Certification, candidates will possess 3 credits towards the 22 Credits required for the coveted ITIL® Expert status.

ITIL Practitioner Exam

- 40-Question Scenario-based Multiple Choice Exam
- 70% 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 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

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- 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

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