Welcome!

ITSM Academy

- Full service provider of IT Service Management (ITSM) education and advice
- Accredited and sustainable education and training
  - IT Infrastructure Library® (ITIL)
  - Process Design (CPDE)
  - DevOps
  - Agile Service Management®
  - ISO/IEC 20000

Donna Knapp

- Author
- Curriculum Development Manager
- Certified Process Design Engineer
- ITIL Expert
- DevOps Foundation certified
- Certified Scrum Master
- Certified Agile Process Owner
- Certified Agile Service Manager
- Certified ISO/IEC 20000 Consultant/Manager
- Certified in Knowledge-Centered Support (KCS) Principles

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ITIL® Practitioner Guidance

ITIL Core

Best practices for IT Service Management (the what)
Business value of well-designed and delivered services (the why)

Complementary Publications

Methodical way to use the ITIL guidance to improve (the how) whether by introducing new or by changing existing services or processes
ITIL Practitioner – The Qualification

ITIL Master

ITIL Expert

Managing Across the Lifecycle

Lifecycle Intermediates

Capability Intermediates

ITIL Practitioner

ITIL Foundation
ITIL Practitioner

- Incorporates guidance from multiple methodologies and frameworks
  ✓ ITIL, Lean, Agile, DevOps
- Brings a new mindset to ITSM initiatives
- Focuses on
  ✓ Understanding expectations
  ✓ Delivering practical solutions
  ✓ Leveraging and adapting practices
Focuses on...

- The CSI Approach
- 9 guiding principles
- 3 critical competencies

Any improvement initiative

Service, process, capability

Large group, small team, individual

Strategic, tactical, operational

Any type of service provider model

What is the vision?

Where are we now?

Where do we want to be?

How do we get there?

Did we get there?

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Guiding Principles

- **Focus on VALUE**
- **DESIGN FOR EXPERIENCE**
- **START WHERE YOU ARE**
“It’s a journey, not a silver bullet, and leaders need to avoid getting caught in analysis paralysis. Start making the changes, get the wins and let the organization evolve.”

Melissa Sargeant
Guiding Principles

WORK HOLISTICALLY

PROGRESS Iteratively

OBSERVE DIRECTLY
“You can observe a lot by just watching.”

Yogi Berra
Guiding Principles

- Be Transparent
- Collaborate
- Keep It Simple
“Think big. Start small. Go fast.”

Butch Sheets
Equips practitioners with a powerful toolkit.
Critical Competencies

CSI

Organizational Change Management

Measurement and Metrics

Communication
ITIL Practitioner

Transforms knowledge into practice.
ITIL Practitioner – The Qualification

Counts as 3 credits toward ITIL Expert

Not a prerequisite for ITIL intermediate courses
ITIL Practitioner is aimed at all IT service management professionals.

Choose an education path that is meaningful to you.

ITIL Foundation

ITIL Practitioner

ITIL Release, Control and Validation

ITIL Operational Support and Analysis

ITIL CSI

ITIL Service Strategy

ITIL MALC

Path to ITIL Expert

Specializations

DevOps Foundation

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ITIL Practitioner and Professional Development

Start where you are!

ITIL Foundation
ITIL Release, Control and Validation
ITIL Practitioner

Specializations
DevOps Foundation
Certified Agile Process Owner

Progress iteratively.
ITIL Practitioner and Professional Development

Ensure you have a balanced knowledge of the ITIL service lifecycle.

Path to ITIL Expert

ITIL Foundation + ITIL Release, Control and Validation + ITIL Service Offerings and Agreements + ITIL Practitioner = ITIL Service Strategy + ITIL MALC

Specializations

Never stop learning!

DevOps Foundation
Certified Agile Service Manager
Business Relationship Management
About the Exam

- 1 hour 45 minutes - 40 scenario-based multiple choice questions
- Bloom levels 3 and 4
- Two page case study accompanies exam
- Open-book exam, however, only a clean copy (no notes, no highlighting) of the official publication ITIL® Practitioner Guidance can be used for the exam

Attendance at an accredited course is not required but is strongly encouraged.
Bloom’s Taxonomy is used to categorize learning objectives and, from there, assess learning achievements.
Be able to…

- Use service management concepts that are important drivers of continual service improvement
- Apply the ITSM guiding principles in a real-world context
- Apply the CSI approach to manage improvements in a given organizational context
- Use metrics and measurement to enable continual service improvement
- Communicate effectively to enable continual service improvement
- Apply organizational change management to support continual service improvement
‘How To’ 101

<table>
<thead>
<tr>
<th>CPDE</th>
<th>ITIL Practitioner</th>
<th>ITIL CSI</th>
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<tbody>
<tr>
<td>• Individuals who want to learn the basics of process design and</td>
<td>• Individuals who hold the ITIL Foundation certification and want to learn ‘how’</td>
<td>• Individuals who require a detailed understanding of how to implement</td>
</tr>
<tr>
<td>improvement and who are responsible for designing, re-engineering</td>
<td>to adopt and adapt ITIL guidance in the context of any improvement initiative</td>
<td>or improve the CSI stage of the ITIL service lifecycle including</td>
</tr>
<tr>
<td>or improving processes and the associated culture change</td>
<td>(not just a process improvement initiative) - service, process, capability</td>
<td>metrics, models and techniques</td>
</tr>
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Want to Learn More?
## Course Calendar

<table>
<thead>
<tr>
<th>Class</th>
<th>Next Class Date</th>
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</thead>
<tbody>
<tr>
<td>ITIL</td>
<td>See Calendar</td>
</tr>
<tr>
<td>DevOps Foundation</td>
<td>Virtual: April 19-22 (10am-2pm EDT)</td>
</tr>
<tr>
<td>Organizational Change Management Workshop</td>
<td>Virtual: April 12 (9am - 5pm EDT)</td>
</tr>
<tr>
<td>ITIL Practitioner</td>
<td>Virtual: May 2 – 6 (9am - 1pm EDT)</td>
</tr>
<tr>
<td>Certified Process Design Engineer</td>
<td>Fort Lauderdale: May 23-27</td>
</tr>
<tr>
<td>Certified Agile Service Manager</td>
<td>Virtual: May 9 - 12 (10am - 2pm EDT)</td>
</tr>
<tr>
<td>Certified Agile Process Owner</td>
<td>Virtual: June 14 - 17 (10am - 2pm EDT)</td>
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**What to do**

**How to do it using Agile (Scrum) practices**

**How to manage it**

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