DONNA KNAPP – CURRICULUM DEVELOPMENT MANAGER, ITSM ACADEMY

Q: Where can I find information about the ITIL Practitioner course (e.g., cost)?

A: You can find details here: ITIL Practitioner. Information about all our courses can be found on our website at www.itsmacademy.com.

Q: Where can I get the book?

A: It's in our bookstore. Click here: ITIL® Practitioner Guidance

Q: How do we get a copy of the syllabus and practice exams?
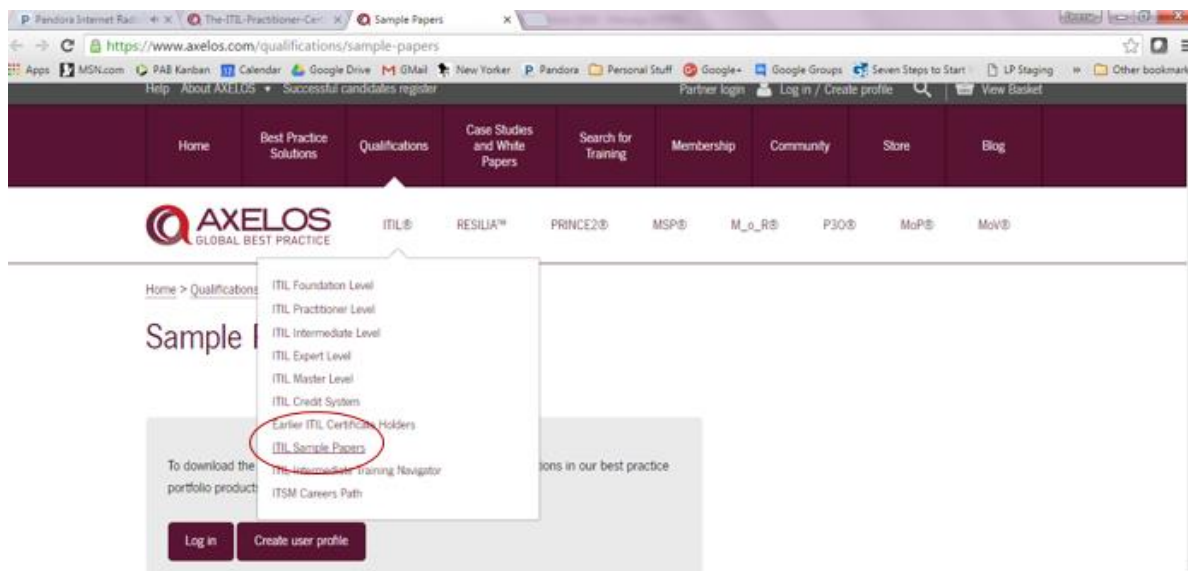
A: They can both be found on the AXELOS website.

Syllabus
https://www.axelos.com/Corporate/media/Files/Syllabi/The-ITIL-Practitioner-Certificate-Syllabus.pdf

Sample Exam (you'll need to log in or create and account)

https://www.axelos.com/qualifications/sample-papers

Q: If you purchase the PDF of the *ITIL® Practitioner Guidance* publication can it be used during the open-book exam? Can a printed version of the PDF be used?

A: You can only use a CLEAN (no notes, no highlighting) copy of the bound official publication for the exam. A printed copy of the PDF cannot be used. (Verified with AXELOS 3/17/16)

Q: How long is the course?

A: The syllabus for this course is scoped to two days, *excluding* the exam. ITSM Academy will initially be offering this course in our virtual classroom over five days, four hours per day. This gives students time to absorb and apply what they are learning and go through the mind shift needed to be successful on the exam.

Q: Is the Case Study delivered in advance of the exam like with MALC?

A: Yes. Our course is based on the official case study and so you will use the same case study in class as is used for the exam. For this certification, class is not required, but is *strongly* recommended. One reason is that roughly 2/3 of this class is dedicated to practical application of the course content. Only roughly 1/3 of the course is lecture. This approach enables you to apply what you're learning to the challenges facing the organizations in the case study. These application and analysis activities represent the Bloom 3 and 4 level thinking that's required for this exam. If you go into the exam with Bloom Level 1 and 2 knowledge you may suffer.

Q: Is ITIL Practitioner coming from AXELOS or is it something developed by ITSM Academy?

A: *ITIL® Practitioner Guidance* is an official AXELOS publication. The ITIL Practitioner certification is part of the ITIL qualification scheme. AXELOS is the official accreditor of that scheme. ITSM Academy's training and accredited course materials are based on the official course syllabus.

Q: Suggestion: Take the ITIL CSI Course before taking ITIL Practitioner. Great benefit to understanding concepts reviewed in the Practitioner course. Agree or not? Thanks.

A: These courses overlap very lightly. ITIL Practitioner is really for any improvement initiative, service, process, capability improvements. Its focus is on the 9 Guiding Principles along with the CSI approach, and then the three capabilities. ITIL CSI focuses on the CSI stage of the ITIL Service Lifecycle. It spends very little time talking about the CSI approach. Its focus is on CSI-related metrics, models and techniques and on the 7-step Improvement process. Both are beneficial regardless of which comes first.

Q: I am tasked with building standard operating procedures for application testing. Which course(s) would assist me in this area?

A: Our Certified Process Design Engineer focuses on process design and improvement. As part of that we talk about procedures (in relation to processes) and how to ensure your processes and procedures have the appropriate amount of detail and are appropriate for their target audience. Sample documents are included as part of the course materials. You may also find ITIL Release, Control and Validation useful, particularly the section related to the Service Validation and Testing process.

Q: Perhaps this question is a topic for another presentation: How does the ITIL Framework and ITIL Practitioner overlay with or compliment or conflict with the idea of bi-modal IT?

A: Bimodal is a Gartner concept that speaks to the capabilities that are needed in IT organizations today. Gartner defines bimodal as 'the practice of managing two separate, coherent modes of IT delivery, one focused on stability and the other on agility. Mode 1 is traditional and sequential, emphasizing safety and accuracy. Mode 2 is exploratory and nonlinear, emphasizing agility and speed.' As an example some organizations have 'systems of record' that are very heavily regulated and so the focus in these cases would be stability. The same organization may have what Gartner calls

'systems of innovation' that require faster changes, experimentation, etc. in order for the organization to remain competitive. The need for faster changes, experimentation and learning associated with these 'systems of innovation' is why some organizations are introducing, for example, DevOps practices. Let's understand it's not an all or nothing, you really have to do both in this day and age. The key is to understand the **capabilities** needed to maintain these dual modes. The ITIL Framework provides guidance organizations can use to understand the needed capabilities (management, organization, processes, knowledge, people (specifically people with the needed experience, skills and relationships) and to begin understanding how to adapt their processes and practices as needed for a given mode. ITIL Practitioner provides additional insight, particularly in the 9 guiding principles.

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