Introducing…ITIL® Practitioner

ITSM ACADEMY
…educate & inspire®

#askitsm

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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 2000 Consultant/Manager
- Certified in Knowledge-Centered Support (KCS) Principles
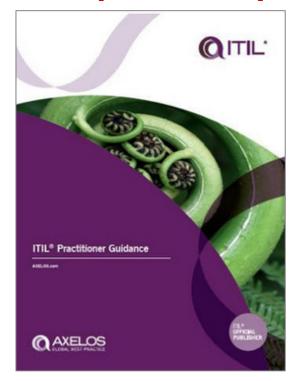
ITIL® Practitioner Guidance

ITIL Core

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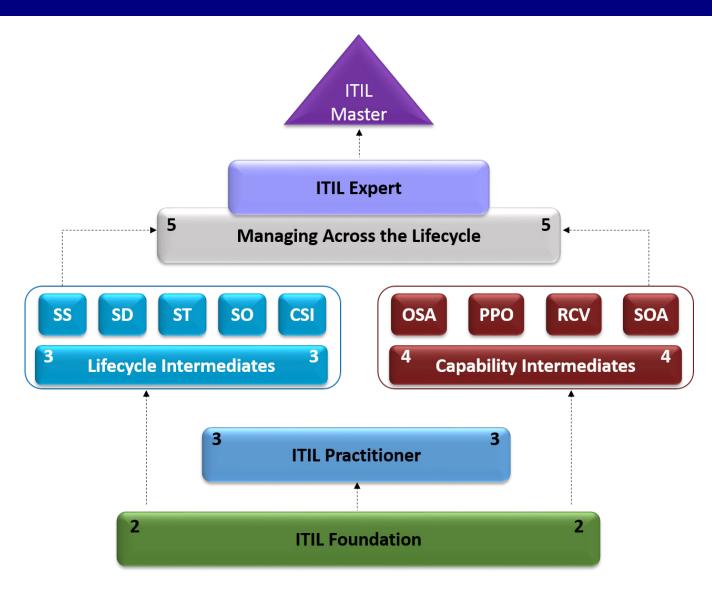Business value of well-designed and delivered
services (the why)**

Complementary Publications

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

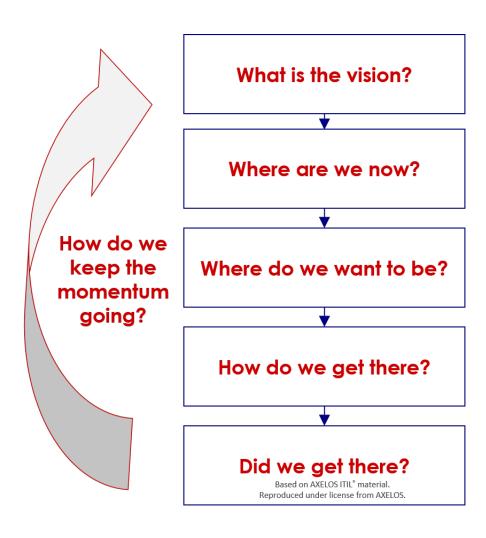# ITIL Practitioner – The Qualification

ITIL 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

ITIL Practitioner

Focuses on…

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

How do we keep the momentum going?

What is the vision?

Where are we now?

Where do we want to be?

How do we get there?

Did we get there?

Based on AXELOS ITIL® material.
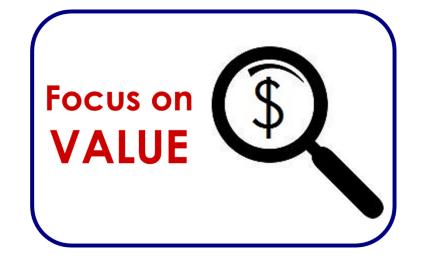Reproduced under license from AXELOS.

Any improvement initiative

Service, process, capability

Large group, small team, individual

Strategic, tactical, operational

Any type of service provider model

Guiding Principles

Focus on VALUE

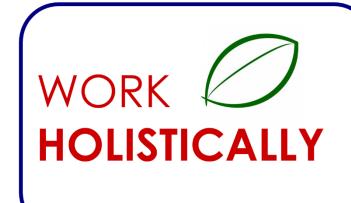**DESIGN FOR EXPERIENCE**

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."
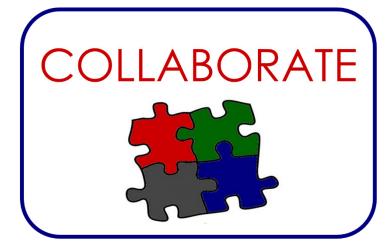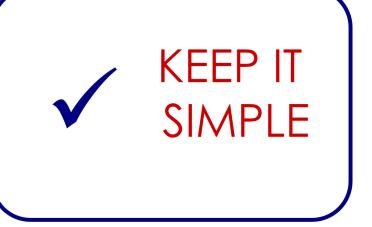
Melissa Sargeant

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

ITIL Practitioner

Equips practitioners with a powerful toolkit.

Critical Competencies
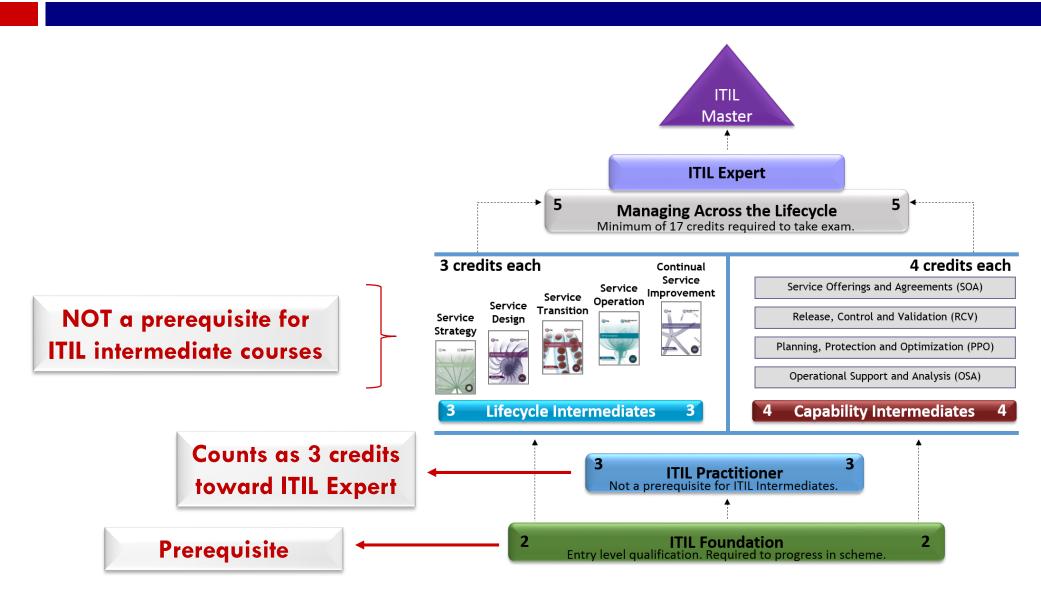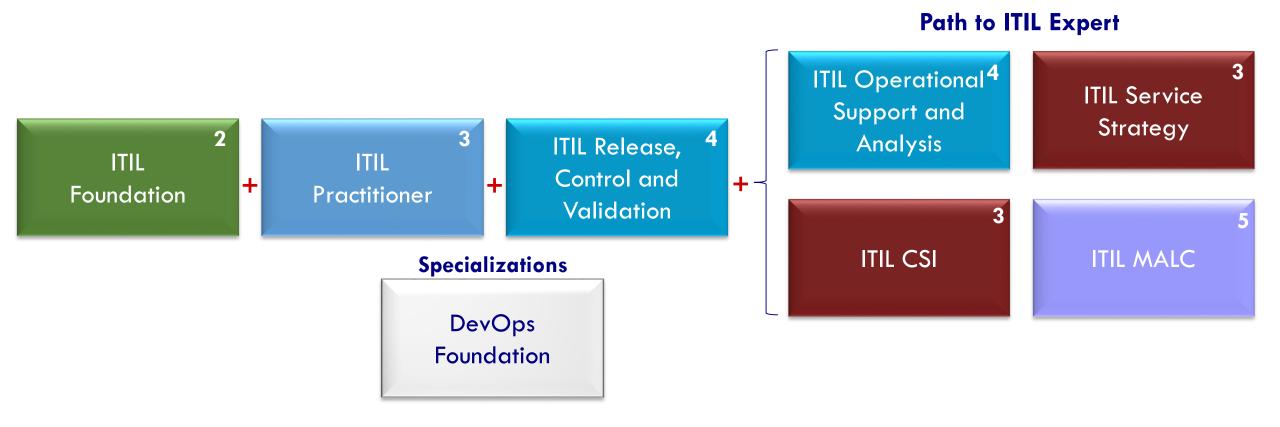

CSI

Organizational Change Management

Measurement and Metrics

Communication

ITIL Practitioner

Transforms knowledge into practice.

ITIL Practitioner – The Qualification

ITIL Master

ITIL Expert

5 **Managing Across the Lifecycle** 5
Minimum of 17 credits required to take exam.

3 credits each

Service Strategy

Service Design

Service Transition

Service Operation

Continual Service Improvement

4 credits each

Service Offerings and Agreements (SOA)

Release, Control and Validation (RCV)

Planning, Protection and Optimization (PPO)

Operational Support and Analysis (OSA)

3 **Lifecycle Intermediates** 3

4 **Capability Intermediates** 4

NOT a prerequisite for ITIL intermediate courses

Counts as 3 credits toward ITIL Expert

3 **ITIL Practitioner** 3
Not a prerequisite for ITIL Intermediates.

Prerequisite

2 **ITIL Foundation** 2
Entry level qualification. Required to progress in scheme.

ITIL Practitioner and Professional Development

ITIL Practitioner is aimed at __all__ IT service management professionals.

Path to ITIL Expert

| ITIL Foundation 2 | + | ITIL Practitioner 3 | + | ITIL Release, Control and Validation 4 | + | ITIL Operational Support and Analysis 4 | ITIL Service Strategy 3 |
| | | | | | | ITIL CSI 3 | ITIL MALC 5 |

Specializations

DevOps Foundation

Choose an education path that is meaningful to you.

ITIL Practitioner and Professional Development

Start where _you_ are!

Specializations

ITIL Foundation	2	+	ITIL Release, Control and Validation	4	+	ITIL Practitioner	3	+	DevOps Foundation
									Certified Agile Process Owner

Progress iteratively.
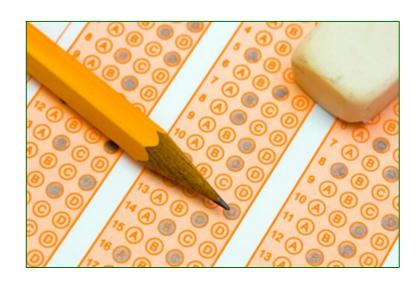
ITIL Practitioner and Professional Development

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

Path to ITIL Expert

ITIL Foundation 2

+

ITIL Release, Control and Validation 4

ITIL Service Design 3

ITIL Service Strategy 3

ITIL Service Offerings and Agreements 4

ITIL Practitioner 3

ITIL MALC 5

Specializations

Never stop learning!

DevOps Foundation

Certified Agile Service Manager

Business Relationship Management
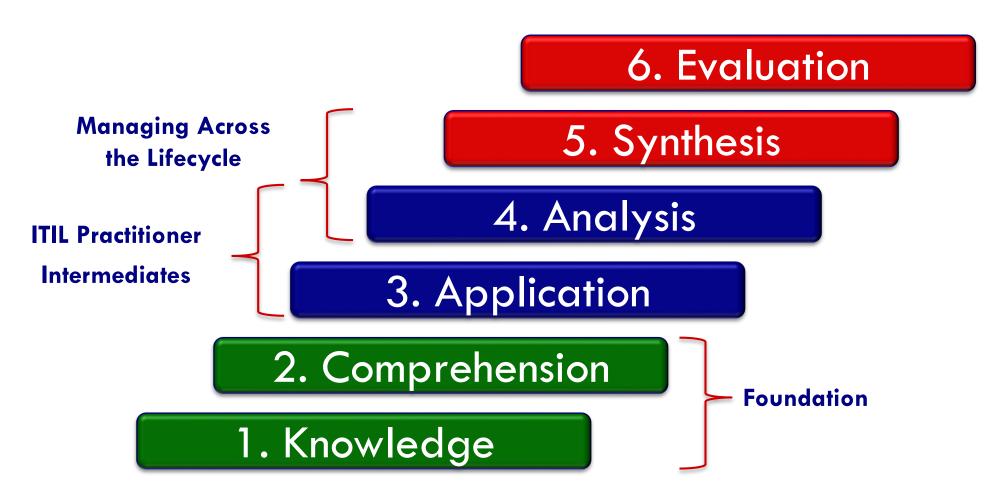
About the Exam

- 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 <u>clean copy</u> (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 <u>strongly</u> encouraged.

About Bloom's Taxonomy

6. Evaluation

Managing Across the Lifecycle

5. Synthesis

4. Analysis

ITIL Practitioner

Intermediates

3. Application

2. Comprehension

Foundation

1. Knowledge

Bloom's Taxonomy is used to categorize learning objectives and, from there, assess learning achievements.

ITIL Practitioner Syllabus

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

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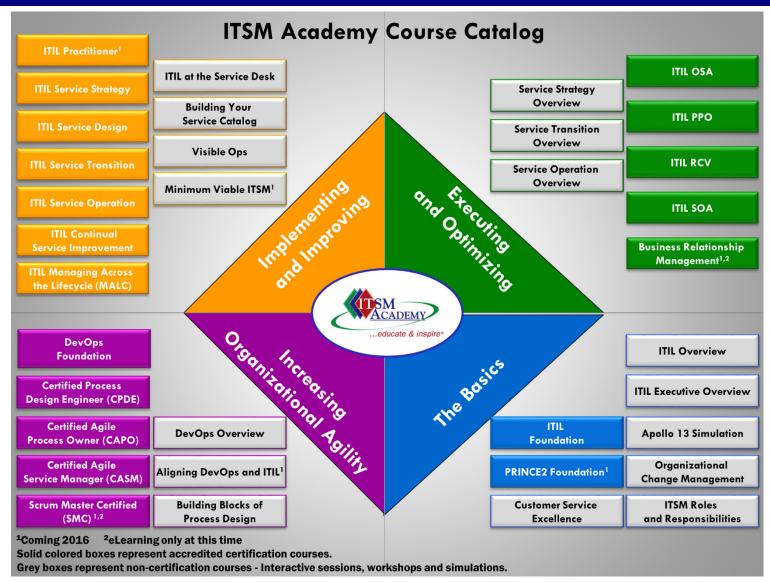
Want to Learn More?

ITSM Academy Course Catalog

Course Calendar

Class	Next Class Date
ITIL	See Calendar
DevOps Foundation	Virtual: April 19-22 (10am-2pm EDT)
Organizational Change Management Workshop	Virtual: April 12 (9am - 5pm EDT)
ITIL Practitioner	Virtual: May 2 – 6 (9am - 1pm EDT)
Certified Process Design Engineer	Fort Lauderdale: May 23-27
Certified Agile Service Manager	Virtual: May 9 - 12 (10am - 2pm EDT)
Certified Agile Process Owner	Virtual: June 14 - 17 (10am - 2pm EDT)

What to do

How to do it

How to do it using Agile (Scrum) practices

How to manage it

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