

ITIL® Practitioner

Course Overview

The ITIL® Practitioner certification offers practical guidance on how to adopt and adapt the ITIL framework to support your business' objectives.

Course Outline

Course Introduction

4m

Course Introduction

Chapter 01 - Introduction to ITIL Practitioner

13m

Introduction to ITIL Practitioner

Lesson: Course Introduction

Welcome to the Course!

Why Are You Here?

Using Bloom's Taxonomy

What do you Expect?

Housekeeping Online

Quizzes & Exercises

ITIL Practitioner Exam

Getting Started with an Online Class

Agenda

Chapter 02 - ITSM & Continual Improvement

2h 24m

ITSM & Continual Improvement

Learning Objectives

Terms-to-Know

Lesson: Selecting a Management System

Seeking a Single Management System

Management System

Governance, Management & Compliance

Frameworks & Standards

Service Management Lifecycle

ITIL as a Management System

Lesson: Systems Thinking

Disciplines of a Learning Organization

Double Loop Learning

The Iceberg Model

Patterns of a Learning Organization

Structure Influences Behavior

Lesson: The 4Ps

4Ps in Strategy

4Ps in Design

4Ps in Transition

4Ps in Operation

4Ps in CSI

4Ps in Service Management

ITSM Practice Guide

Lesson: Communication & Management Systems

Fundamentals of Communication

Communication Strategy

Perception

Expectation

Demands

Communication & Information are Different

Communication in Management Systems

Lesson: Organizational Capabilities

Specialized Organizational Capabilities

Critical Capability Model

Capability of Practice (CoP)

Quality of Practice (QoP)

Value Created & Delivered (VCD)

Critical Capability Model in Action

Lesson: Adopt, Adapt & Realize

Darwin & Continual Improvement

Outside-in Continual Improvement

Continual Improvement as a Survival Strategy

Improvement Becomes Core

Outside-In/Continual Improvement Approach

Continual Improvement as a New Normal

Adopt, Adapt & Improve

Lesson: Outside-in vs Inside-out Thinking

Inside-out vs Outside-in

Examples of Inside-out

Examples of Outside-in

Outside-in vs Inside-out

Outside-in & the ITIL Practitioner

Lesson: Defining a Service

Define Service Management

Define Service

Combine Service & Service Management

Lesson: Metrics & Measurement

Begin with Baselines

Key Measurement Questions

Why Measure

Categories to Measure

Lesson: Improvement, the Practitioner & CSI

CSI Approach

Vision

Current Position

Desired Position

How to Get to the Desired Position

Measuring Achievement

How to Keep the Momentum Going

Lesson: Driving IT Service Management Summary

Selecting a Management System

Systems Thinking

4Ps in Service Management

Communication & Management Systems

Organizational Capabilities

Adopt, Adapt & Realize

Measurement

Combine Service & Service Management

Improvement, the Practitioner & CSI

Additional Resources for ITSM & Continual Improvement

Lesson: Checkpoint

Introduction to Checkpoint Exercises
Review Checkpoint Exercises
Chapter Quiz

Chapter 03 - Principles & Themes

54m

Principles & Themes

Learning Objectives

Terms-to-Know

Lesson: Principles

Start Where You Are

Focus on Value

Keep It Simple

Be Transparent

Collaborate

Progress Iteratively

Observe Directly

Design for Experience

Work Holistically

Lesson: Themes

Change is Constant

Apply Business Value

Change is an Organizational Capability

Make Plans & Monitor Progress

Lesson: Principles & Themes in Practice

Applied Knowledge Management

Measures & Metrics

Communication

Organizational Change

CSI Approach

Lesson: Principles & Themes Summary

Principles

Themes

Principles & Themes in Practice

Lesson: Checkpoint

Introduction to Checkpoint Exercises

Review Checkpoint Exercises

Chapter Quiz

Chapter 04 - Organizational Change Management (OCM)

47m

Organizational Change Management (OCM)

Learning Objectives

Terms to Know

Lesson: Role & Impact of OCM on Improvement

Why OCM

Essentials for Successful Improvement

Impact of OCM

Lesson: OCM Activities

Key Activities for Effective OCM

Create a Sense of Urgency

Stakeholder Management

Sponsor Management

Communication

Empowerment
Resistance Management
Reinforcement
Lesson: OCM & Systems Thinking
Knowledge Management
Apply Disciplines of a Learning Organization
Apply Patterns of a Learning Organization
Structure Influences Behavior
Systems Thinking
Lesson: OCM Summary
Role & Impact of OCM on Improvement
OCM Activities
OCM & Systems Thinking
Additional Resources for OCM
Lesson: Checkpoint
Introduction to Checkpoint Exercises
Review Checkpoint Exercises
Chapter Quiz

Chapter 05 - Effective Communication to enable CSI

38m

Effective Communication to enable CSI

Learning Objectives
Lesson: Value, Importance & Benefit of Good Communication
Fundamentals of Communication
Why Good Communication is Critical
Communication & ITSM
Lesson: Principles of Communication
Communication Is a 2-way Process
We Are All Communicating, All the Time
Timing & Frequency Matter
There Is No Single Right Method
The Message Is in the Medium
Lesson: Role of Influence
Communication & Influence
6 Principles of Influence
Communication, Influence & Improvements
Lesson: Communication Summary
Value, Importance & Benefit of Good Communication
Principles of Communication
Role of Influence as Part of Communication
Additional Resources for Communication
Lesson: Checkpoint
Introduction to Checkpoint Exercises
Review Checkpoint Exercises
Chapter Quiz

Chapter 06 - Use Metrics & Measurement

54m

Use Metrics & Measurement

Learning Objectives
Lesson: CSFs, KPIs & Improvement
Start with the Vision
Vision to Measurement
What Gets Measured Gets Done
Critical Success Factors
How to Determine CSFs
Determine KPIs

Balanced Scorecard
Organizational Cascade
Continual Improvement of Metrics & Measurement
Lesson: Analyze CSFs & KPIs in Context
Metric Categories
Technology, Process & Service Metrics
Process Metrics
Leading & Lagging Metrics
Inside-out & Outside-in Metrics
Lesson: Assessments
Assessments Introduction
Assessment Scope
Assessment Criteria & Outputs
Lesson: Design a Report
Reporting
Reports
Improve Report Value
Lesson: Use Metrics & Measurement Summary
Define CSFs & KPIs
Analyze CSFs & KPIs in a given context
Assessments
Design a Report
Additional Resources for Metrics & Measurement
Lesson: Checkpoint
Introduction to Checkpoint Exercises
Review Checkpoint Exercises
Chapter Quiz

Chapter 07 - CSI Approach

57m

CSI Approach

Learning Objectives
Terms to Know
Lesson: It Depends
Adopt, Adapt & Improve
Answer to Every ITIL “How To” Question
Elements of “It Depends...”
It Depends & 4Ps in Strategy
Lesson: CSI Approach Deconstructed
CSI Approach
Vision
What Is the Vision?
Current Position
Where Are We Now?
Desired Position
Where Do We Want to Be?
How to Get to the Desired Position
How Do We Get There?
Measuring Achievement
Did We Get There?
How to Keep the Momentum Going
How Do We Keep the Momentum Going?
Lesson: Goal Question Metric (GQM) Approach Introduction
Goal Question Metric (GQM) Approach
GQM Relationships
GQM Model Development
GQM By Example

GQM+Strategies

Lesson: CSI Approach Summary

It Depends

CSI Approach Deconstructed

Applicable Toolkit Items

Goal Questions Metrics (GQM) Introduction

Additional Resources for the CSI Approach

Lesson: Checkpoint

Introduction to Checkpoint Exercises

Review Checkpoint Exercises

Chapter Quiz

Chapter 08 - Integrating CSI with ITIL & Beyond

48m

Integrating CSI with ITIL & Beyond

Learning Objectives

Lesson: CSI Approach for the ITIL Practitioner

CSI Approach

CSI Approach Requires Communication

CSI Approach & OCM

CSI Approach, Metrics & Measurement

Lesson: CSI Approach in ITIL

CSI Approach

CSI Approach as a GPS

Answer to Every ITIL “How To” Question

Elements of “It Depends...”

The Iceberg Model

Service Management Lifecycle

Adopt, Adapt & Improve

Connect the Dots

GQM Model Development

Outside-in vs Inside-out

Outside-in & the ITIL Practitioner

Lesson: CSI Approach, PRINCE2 & RESILIA

CSI Approach & PRINCE2

CSI Approach & RESILIA

ITSM as a Management System

GQM By Example

Lesson: Integrating CSI with ITIL & Beyond Summary

CSI Approach for the ITIL Practitioner

CSI Approach in ITIL

CSI Approach, PRINCE2 & RESILIA

Lesson: Checkpoint

Introduction to Checkpoint Exercises

Review Checkpoint Exercises

Chapter Quiz

Course Closure

Total Duration: 7hrs 39m