

Course ITIL® Practitioner

Course length: 2 days including 2:15 hours certification exam

Price: 18.560 CZK + VAT (25.860 including certification exam PeopleCert)
** course can be organized on premise - ☎*

Registration: [registration form](#)

Dates: see courses calendar on main page – www.q4it.eu

Places: Brno, Prague, Ostrava

Target group: CIO, Chief Technology Officer, manager, team leader, designer, architect, planner, IT consultant, IT audit manager, IT security manager or ITSM trainer or a member of the supervisory staff, IT operation manager, Service Desk manager.

Prerequisites: The certificate is a follow-on after gaining the ITIL® Foundation in Service Management.

Course learning objectives: Be able to use IT Service Management concepts that are important drivers of continual service improvement. Be able to apply the ITSM guiding principles in a real-world context. Be able to apply the CSI approach to manage improvements in a given organizational context. Be able to use metrics and measurement to enable continual service improvement. Be able to communicate effectively to enable continual service improvement. Be able to apply organizational change management to support continual service improvement. After passing certification exam you will gain 3 credits in your ITIL Expert path.

Course agenda:

- ❖ Introduction, concept adopt and adapt
- ❖ Guiding principles
- ❖ Applying guiding principles
- ❖ CSI approach
- ❖ Communication
- ❖ Organization change management
- ❖ Toolkit
- ❖ Exam – 2 hours and 15 minutes, 40 questions multiple choice

Additional information:

- Course material is in English to keep precise meaning of terms and definitions
- Course participants are provided with hot/cold drinks, lunch, snacks
- Individual and group assignments are part of the course to actively involve course participants
- Course is led by experienced and accredited trainer with many years practical experience – ITIL Expert and ITIL Practitioner



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