

What is ITIL® Practitioner ?

- A brand new qualification from AXELOS, that follows on from ITIL Foundation
- It will enable ITIL Practitioners to confidently and successfully adapt and adopt the ITIL framework
- Building on the knowledge gained at Foundation level, it will give individuals the ability to identify and deliver improvement initiatives in the workplace

The Benefits



Organizations

Develop your people, drive your business forward



It provides employees with the skills to **IDENTIFY AND DELIVER SERVICE IMPROVEMENTS** in line with business goals



Staff will learn 3 critical competencies (detailed overleaf) and be equipped with a **COMPREHENSIVE TOOLKIT** to drive improvements on return to the office



ITIL Practitioner is a long-term investment in **YOUR TEAM'S PROFESSIONAL DEVELOPMENT**



Who do you want to speak to?

- **Senior Decision Makers in IT Roles:** CIO, Head/Director of ITSM, Head of Change Management, Head of Application Management, Head of Service Desk, IT Managers, Infrastructure & Network Managers, Head of Operation
- **Senior HR/L&D Roles:** Director/Head of Recruitment, Head of Training, Head of Talent



Individuals

Why take ITIL Practitioner?



ITIL Practitioner gives individuals the **PRACTICAL SKILLS** required to drive service improvement initiatives – which are not covered at Foundation level



LEARN SKILLS AND TECHNIQUES focused on improving organizational change management, communication and measurement and metrics



Individuals will learn how to **LEVERAGE GOOD PRACTICES** from other philosophies, methodologies and frameworks outside of the ITIL core, such as DevOps, Lean and Agile



Who do you want to speak to?

- Traditional ITIL Foundation audience: ITSM Professionals, IT Managers, etc.
- Individuals who have taken Foundation level but not gone on to take any further ITIL certification
- Individuals who are currently taking their ITIL Intermediates (secondary audience)

More details overleaf

KEY FACTS

A practical approach to ITIL

Available to ITIL Foundation certified individuals & above

Equivalent to 3 credits & counts towards Expert

Focuses on 9 guiding principles

Draws on the Lifecycle Stage - CSI

Targeted Messaging

What ITIL certification do you currently have?

NO CERTIFICATION

KEY MESSAGES

- **Foundation and Practitioner go hand in hand:** individuals learn the 'what' and 'why' with Foundation, and the 'how to' with Practitioner
- IT Service Management professionals should begin their ITIL journey with Foundation, to first learn the global language of ITSM, then progress to Practitioner to learn how to **adopt and adapt** it in the workplace
- The **critical competencies** covered are organizational change management, communication, measurement and metrics
- Getting certified is a **commitment to making a difference** in your current role, and to becoming more valuable to your organization

FOUNDATION LEVEL ONLY

KEY MESSAGES

- The **critical competencies** covered are organizational change management, communication, measurement and metrics
- ITIL Practitioner **incorporates good practice from other methodologies and frameworks** such as DevOps and Lean, and builds on these to bring a **new perspective** therefore adding value to ITSM improvement initiatives - which are not covered in the existing publications and certifications
- Individuals will be **equipped with a comprehensive toolkit** to be used after the course in the office. This includes templates, guides and worksheets

INTERMEDIATES

KEY MESSAGES

- ITIL Practitioner is complementary to and **fits with the current qualification scheme**
- It is worth 3 credits towards Expert - the same as a Lifecycle Intermediate module
- There is minimal overlap with Intermediate modules. ITIL Practitioner offers a **new perspective:** the focus is broad and practical
- It **builds on the good practice** from other methodologies and frameworks such as DevOps, Lean and Agile to add value to ITSM improvement initiatives - which are not covered in the existing publications and certifications

Frequently Asked Questions

Q: Do I need the Practitioner certificate to sit an ITIL Intermediate?

No, Practitioner is not an Intermediate requirement.

Q: How many credits does ITIL Practitioner count for?

3 credits towards ITIL Expert.

Q: What is the exam format?

A scenario based multiple choice exam supported by a case study that tests the individual's ability to apply their knowledge and skills. The exam will also be an open book test.

Q: I already consider myself a practitioner, do I need the qualification?

There is great value in obtaining this qualification, with the guidance you obtain and the skills and techniques you will learn. It will also look good on a CV and help differentiate yourself in the job market.

Q: What are the guiding principles within ITIL Practitioner?

There are 9: Focus on value, Design for experience, Start where you are, Work holistically, Progress iteratively, Observe directly, Be transparent, Collaborate, Keep it simple.

Q: Do I have to sit a training course to take the ITIL Practitioner exam?

Training is not mandated although it is highly recommended by AXELOS given the very practical nature of the qualification. This will ensure maximum benefit is gained.

Q: What guidance is available?

There is an ITIL Practitioner publication which can be used as a study guide for the exam.

Q: How difficult is the exam?

The exam will aim to challenge the individual's competency and ability to apply their knowledge and skills. The Bloom's Taxonomy levels are between 2 and 4.

Q: What areas does ITIL Practitioner cover?

The main areas covered are the CSI Approach, the 9 guiding principles and the critical competencies of communication, measurement and metrics and organizational change management.

Q: Do I have to be certified at Foundation level to sit Practitioner?

Yes, you will need to have passed the ITIL Foundation certificate.

Q: Is there overlap with the CSI Intermediate qualification?

Overlap with the CSI Intermediate module is minimal and the two are designed to be entirely complementary.

Q: Does this relate to the v2 Practitioner certification?

No, this qualification is not related.

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