1. Course Details:

Course Code : FBAQ-004
Course Title : ITIL® Practitioner Certification - IT Service Management
Course Duration : 5 Days

2. Course Overview

- Course is designed to show you how to implement service improvements based on the ITIL® philosophy of "adopt and adapt." In this holistic course, you will cover nine guiding principles of service improvement, the service improvement approach, communication, metrics and measurement, and organizational change management (OCM). Will prepares you for the ITIL Practitioner exam, which you may take later.

3. Learning Outcomes:

- Service management concepts
- Service improvement approach
- Organizational change management
- Guiding principles
- Metrics and measurements
- Practice with a sample ITIL Practitioner exam
- Tips for passing the ITIL Practitioner exam

4. Course Contents:

1. Service Management Concepts

- Adopt and adapt
- VOCR: value, outcomes, costs, and risks

2. Guiding Principles

- Focus on value
- Design for experience
- Start where you are
- Work holistically
- Progress iteratively
- Observe directly
- Be transparent

- Collaborate

3. Service Improvement Approach

- What is the vision?
- Where are we now?
- Where do we want to be?
- How do we get there?
- How do we know we've arrived?

4. Organizational Change Management (OCM)

- What is OCM?
- Sources of resistance
- People transition
- Stakeholder management
- Sponsor management
- Resistance management

5. Metrics and Measurements

- CSFs and KPIs
- Metric cascades and hierarchies
- Metric categories
- Assessment
- Reporting

6. Communication

- Issues caused by poor communication
- Benefits of good communication
- Communication essentials
- Communication principles&types

7. Tips for Success on the ITIL Practitioner Exam & Sample Exams

5. Our Methodology:

- Make coaching and monitoring innovative and using modern
- Media training also using on the go training by using interactive means and focusing on
- The exercises, practical applications and real situations study.

- Live delivery method, instructor-led training.
- Experienced consultant, trainers, and professional.
- Qualified trainer with high-level experience

6. Attendance Reports:

- Send daily attendance reports to trainingdep
- Send full attendance report to training dep. by the end of thecourse
- Attend 100 % from the course days also providedaily
- Issue attendance certificate for participant who attend minimum 80% from the course duration

7. Pre/Post Reports:

- Pre- assessment before starting training.
- Post assessment after finish training
- Full report for the deferent between Pre-& Post assessment

8. Who Should Attend?

- IT development
- IT operations
- IT service management
- Individuals