# Achieving ITIL Practitioner Certification

**COURSE OVERVIEW:**

Gain the foundational knowledge and skills for building an effective IT organization that supports and complements ITIL® best practices in this ITIL® Practitioner training course. This two-day course will provide you with the foundational knowledge needed to pass the ITIL® Practitioner certification exam, and three credits towards your ITIL® Expert certification.

**WHO WILL BENEFIT FROM THIS COURSE?**

Professionals trying to obtain the ITIL Practitioner Certification

**PREREQUISITES:**

- Hold the ITIL® Foundation Certificate in IT Service Management.
- Basic IT literacy and around two years of IT experience

**OBJECTIVES:**

- Prepare for and pass the ITIL Practitioner certification exam
- Utilize the nine Guiding Principles and the CSI approach to manage ITIL improvements
- Enable improvements with metrics, measurements, and communication
- Leverage organizational change management

**COURSE OUTLINE:**

**Lesson 1: Introduction to ITIL Practitioner**

- A structured implementation approach
- Key elements of ITIL Practitioner and how they work together
- Tailoring ITIL for projects of varying size
- Outlining the key principles

**Lesson 2: Guiding Principles and CSI Approach**

- Identifying key concepts
- Applying the Guiding Principles
- Executing the CSI Approach

**Lesson 3: Metrics and Measurement To Enable CSI**

- Defining and determining CSFs and KPIs
- Building a Current State Assessment Plan

**Lesson 4: Enabling CSI Through Effective Communication**

- Fostering Effective Communication
- Implementing Communication Tools and Techniques

**Lesson 5: Organizational Change Management To Support CSI**

- Defining Purpose, Value, and Challenges
- Identifying Tools and Techniques to support improvement

**Lesson 6: Putting ITIL Practitioner into Practice**

- Applying key concepts
- Exam Preparation

## SUNSET LEARNING INSTITUTE (SLI) DIFFERENTIATORS:

Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their cloud technology investments by providing convenient, high quality technical training that our customers can rely on.  We empower students to master their desired technologies for their unique environments.

What sets SLI apart is not only our immense selection of trainings options, but our convenient and consistent delivery system.  No matter how complex your environment is or where you are located, SLI is sure to have a training solution that you can count on!

**Premiere World Class Instruction Team**

- All SLI instructors have a four-year technical degree, instructor level certifications and field consulting work experience.
- Sunset Learning has won numerous Instructor Excellence and Instructor Quality Distinction awards since 2012

**Enhanced Learning Experience**

- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

**Convenient and Reliable Training Experience**

- You have the option to attend classes at any of our established training facilities or from the convenience of your home or office with the use of our HD-ILT network (High Definition Instructor Led Training)
- All Sunset Learning Institute classes are guaranteed to run – you can count on us to deliver the training you need when you need it!

**Outstanding Customer Service**

- Dedicated account manager to suggest the optimal learning path for you and your team
- Enthusiastic Student Services team available to answer any questions and ensure a quality training experience