

# ITIL PRACTITIONER





# Contents

1. Introduction to ITIL Practitioner
2. Why Choose This Program?
3. Who Can Apply?
4. Program Overview
5. Objectives and Outcomes
6. Skills Learned
7. Job Positions and Opportunities
8. Key Industry Verticals
9. Program Outline
  - Stage 1: Fundamentals of ITIL Practitioner
  - Stage 2: Advanced Tools and Techniques
  - Stage 3: Practical Applications
  - Stage 4: Capstone Project
  - Elective Modules
10. Enrollment Information



# Introduction to ITIL Practitioner

An ITIL Practitioner course is a course that teaches you how to apply the ITIL framework to improve the quality and efficiency of IT service management in your organization.

ITIL is a set of best practices that covers the entire lifecycle of IT services, from strategy to operation to improvement.

The ITIL Practitioner course covers topics such as the nine guiding principles of ITIL, the continual service improvement (CSI) approach, and the three critical competencies for ITIL practice: communication, measurement and metrics, and organizational change management. The course also prepares you for the ITIL Practitioner certification exam



# Why Choose Chools?

## Numbers That Speak for Themselves:

- 10,000+ Successful Alumni: Join a network of impactful professionals.
- 95% Job Placement Rate: Secure your future with Chools' proven track record.
- 20+ Years of Excellence: Trust in a legacy of education and industry expertise.
- 200+ Industry Partnerships: Leverage our connections for real-world insights and opportunities.



## What Sets Us Apart?

- **Expert Instructors:** Learn from industry veterans with hands-on experience.
- **Hybrid Learning Model:** Balance online flexibility with in-person engagement.
- **Comprehensive Curriculum:** Stay ahead with courses designed to meet market demands.
- **Community and Networking:** Be part of an active community of learners and professionals.



## Who Can Apply?

### Eligibility Criteria:

- Course is open for professionals that have interest in developing their skill in IT & PM . To be eligible for the certification , you need to have passed one of the following qualifications: ITIL FoundationProject Management Professional (PMP)®
- Certified Associate in Project Management (CAPM)®
- IPMA Level A, B, C, or D
- You also need to have some knowledge and experience of applying the ITIL method in a project environment.

## Ideal Candidates:

Working professionals looking to advance their careers in ITIL Practitioner .



## Program Overview

The ITIL Practitioner Emerging Business Program provides an extensive education in ITIL Practitioner . Our curriculum ensures a comprehensive understanding through four progressive stages, combining theoretical knowledge with practical, hands-on experience.

## Learning Mode:

- **Hybrid Learning Model:** Combines online learning with in-person sessions for flexibility and interactive engagement.
- **Interactive Sessions:** Includes live webinars, workshops, and Q&A forums with expert instructors and peers.
- **Self-paced Learning:** Access course materials anytime, allowing you to learn at your own pace.



info@ramaqchools.com



+966536834733



ramaqchools.com

## Curriculum Highlights:

- **Fundamental Knowledge:** Core principles of ITIL Practitioner
- **Advanced Techniques:** In-depth understanding of advanced tools.
- **Real-World Applications:** Practical projects and case studies to apply your learning.
- **Capstone Project:** A final project that integrates all your skills and knowledge, showcasing your proficiency in ITIL Practitioner

## Professional Development:

- **Continuous Learning:** Stay updated with the latest trends and advancements in ITIL Practitioner .
- **Networking Opportunities:** Connect with industry experts, peers, and alumni to advance your career.
- **Ethical Considerations:** Learn about data ethics, privacy, and compliance to maintain the integrity of your practices.



# Program Objectives

- **Adopt and Adapt ITIL Framework:** Understand how to adopt and adapt the ITIL framework to support your organization's objectives.
- **Implement Service Improvements:** Learn how to implement service improvements based on ITIL's philosophy of 'Adopt and Adapt'.
- **Enhance Communication and Metrics:** Develop skills in communication, metrics, and measurement to effectively manage IT services.



# Expected Outcome

- Proficiency in ITIL Practitioner tools and techniques.
- Practical experience through hands-on projects.
- Strong analytical and problem-solving skills.
- Application of ethical practices.
- Innovation in ITIL Practitioner solutions.

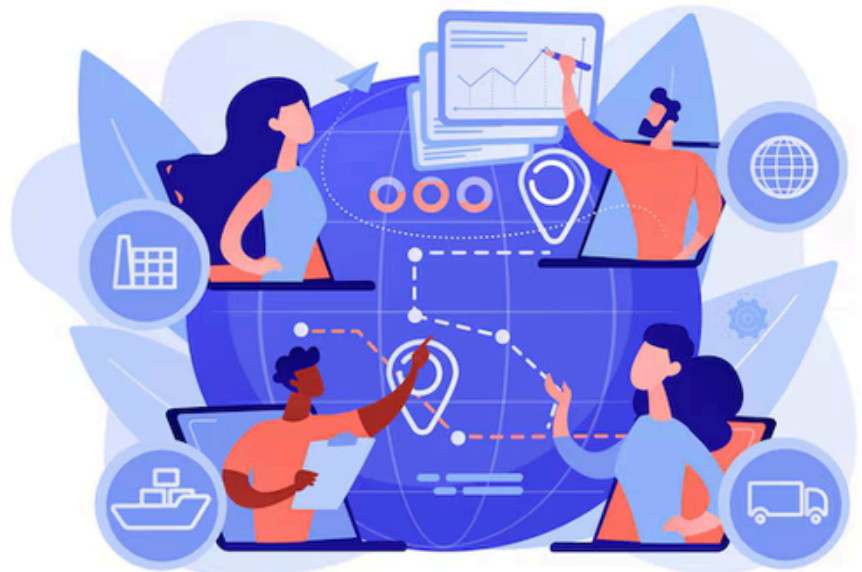
# Skills Learned

- **Adoption and Adaptation of ITIL Framework:** Learn how to adopt and adapt the ITIL framework to support your organization's objectives and improve IT service management.
- **Service Improvement Implementation:** Acquire the ability to implement service improvements based on ITIL's philosophy of 'Adopt and Adapt'.
- **Communication and Measurement:** Develop strong communication skills and learn how to use metrics and measurement effectively to manage and improve IT services
- **Change Management :** Gain skills in managing change within IT services, ensuring smooth transitions and minimal disruptions.
- **Problem Solving and Continual Improvement:** Enhance problem-solving abilities and learn techniques for continual improvement of IT services.

# ITIL PRACTITIONER

## Job Positions and Opportunities

- TPM Manager
- Assistant Manager Maintenance
- Maintenance Engineer
- Manufacturing Engineer
- Zero Emission Bus - Total Program Sales Manager
- Maintenance Engineer (Quality HR Services).



## Key Industry Verticals

E-commerce and Retail, Manufacturing and Automotive, Healthcare and Pharmaceuticals, Technology and Electronics, Logistics, SOil and Gas, Agriculture and Agribusiness, Fashion and Apparel.

## Industry Demand

- High demand across various sectors
- Competitive salaries
- Strong growth potential



info@ramaqchools.com



+966536834733



ramaqchools.com

## Program Outline

### Stage 1: Fundamentals of ITIL Practitioner

- **Adopt and Adapt ITIL Framework:** Understand how to adopt and adapt the ITIL framework to support your organization's objectives and improve IT service management.
- **Implement Service Improvements:** Learn how to implement service improvements based on ITIL's philosophy of 'Adopt and Adapt'.
- **Enhance Communication and Metrics:** Develop skills in communication, metrics, and measurement to effectively manage IT services.





## ITIL Practitioner

### Stage 2: Advanced ITIL Practitioner Techniques

- **Continual Service Improvement (CSI):** Focus on structuring improvement initiatives using the CSI approach to enhance IT service quality and efficiency.
- **Guiding Principles:** Understand and apply ITIL's guiding principles to adopt and adapt ITIL practices to your specific needs and circumstances.
- **Practical Application:** Gain practical experience in applying ITIL principles and practices in real-world scenarios, ensuring effective IT service management





## Stage 3: Practical Applications

- **Service Improvement Initiatives:**

Implementing ITIL's principles and practices to identify areas for improvement in IT service management. Use the continual service improvement (CSI) approach to enhance service quality, efficiency, and customer satisfaction.

- **Change Management:** Applying ITIL change management techniques to effectively manage and control changes in IT services. Ensure smooth transitions with minimal disruptions to business operations.

- **Problem Management:** Utilizing ITIL problem management practices to proactively identify and address the root causes of recurring incidents. Implement solutions to prevent future incidents and improve overall service reliability.

## Stage 4: Capstone Project

- **Service Assessment and Improvement Plan:** Conduct a comprehensive assessment of current IT services to identify areas for improvement. Develop a detailed improvement plan based on ITIL principles, outlining objectives, timelines, and required resources.
- **Implementation of ITIL Practices:** Apply ITIL practices, such as continual service improvement (CSI), change management, and problem management, to address identified areas for improvement. Ensure alignment with organizational goals and stakeholder expectations
- **Monitoring and Evaluation:** Monitor the progress of the service improvement initiatives using key performance indicators (KPIs). Evaluate the outcomes and prepare a final report summarizing achievements, challenges, and lessons learned





## ITIL Practitioner

### Elective Modules

- **Service Level Management:** Learn how to set clear, business-based targets for service utility, warranty, and experience. Understand how to monitor and manage service delivery against these targets to meet customer expectations.
- **Supplier Management:** Gain skills in managing relationships with suppliers to ensure that their performance meets the needs of the business. Learn how to evaluate and select suppliers, as well as manage contracts and performance.
- **Continual Service Improvement (CSI):** Focus on structuring improvement initiatives using the CSI approach to enhance IT service quality and efficiency. Develop techniques for identifying areas for improvement and implementing effective solutions.


### Enrollment Now Open

Take the first step towards becoming a certified ITIL Practitioner Professional. Enroll in our program and enhance your career.



### Contact Us:

 [info@ramaqchools.com](mailto:info@ramaqchools.com)

 +966536834733

 [ramaqchools.com](http://ramaqchools.com)