

Emerging Business

ITIL Practitioner

Curriculum

Program Outline :

Module 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.

Module 2: Advanced ITIL Practitioner

- **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.

Module 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.

Module 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.

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.

Websites:

- <https://chools.in/>
- <https://ramaqchools.com/>
- <https://www.choolsgroup.com/>