

# Transform knowledge into practice with ITIL<sup>®</sup> Practitioner



Introducing the latest evolution  
in the ITIL framework

# ITIL<sup>®</sup> Practitioner

## Practical guidance designed to drive continual improvement

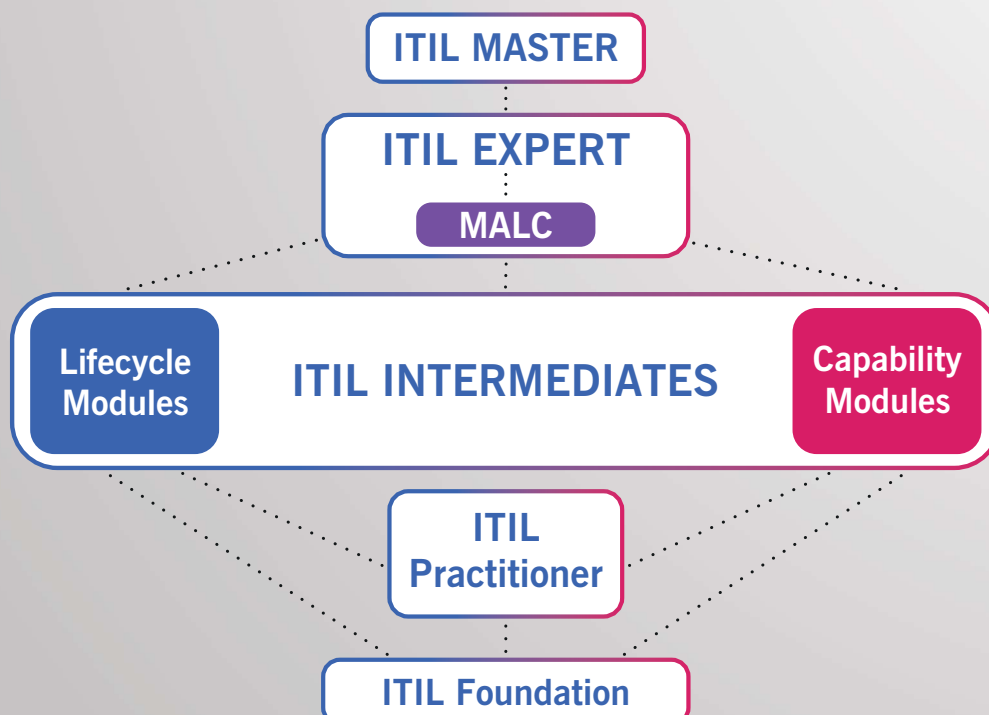
From the global leader in IT Service Management best practice comes the latest evolution in the ITIL framework. Developed by a dedicated team of IT professionals, ITIL Practitioner is the new follow on from ITIL Foundation that builds on the 'what' and the 'why' and gives users the know-how to identify and deliver improvement initiatives in the workplace.

## A brand new qualification to complement the existing framework

ITIL Practitioner prepares individuals for a broad range of challenges faced within ITSM, equipping them with practical guidance, confidence and know-how to adopt and adapt the ITIL framework according to an organization's requirements.

### Key Facts

- A practical approach to adopting and adapting ITIL
- Covers 3 critical competencies and 9 guiding principles
- Available to ITIL Foundation qualified users and above
- ITIL Practitioner is not a pre-requisite for an Intermediate course
- Equivalent to 3 credits towards ITIL Expert
- Counts as 15 of your 20 points towards your ITIL digital badge





# Developing the IT Service Management Profession

## Introducing the ITIL Practitioner

IT service management professionals will complete their ITIL **Practitioner** certification capable of confidently and successfully **acting** on their existing knowledge base and adapting it in any context. ITIL **Practitioners** not only speak the language of ITSM, they also know how to translate it according to their organization's needs.

ITIL **Practitioners** have a clear understanding of how to structure improvement initiatives, and have greater confidence to drive them forward when returning to the workplace.

## What sets ITIL Practitioners apart?

ITIL **Practitioners** focus on the **Continual Service Improvement (CSI) Approach** as a way to structure improvement initiatives.

They draw on a comprehensive toolkit that guides them when:

- **Driving organizational change**
- **Improving communication**
- **Measuring and reporting on success**

So at any level, organizations benefit from **practical**, insightful employees armed and ready to align improvement initiatives with specific business goals.

## Training for life-long skills

ITIL **Practitioners** will earn points towards AXELOS's recently developed CPD program, demonstrating their commitment to staying relevant and up-to-date. Each year, having successfully completed the required points, members will receive a digital badge as a sign of their achievement.

Start your journey to  
becoming a **Practitioner** today

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