Introducing ITIL Practitioner

**Qualification from AXELOS**

- Designed for ITIL Foundation certified and above
- A practical approach to adapt ITIL
- ITIL Intermediate courses are not a pre-requisite
- Covers 3 critical competencies and 9 guiding principles
- Designed to complement the existing ITIL Framework
- Counts as 3 credits towards ITIL Expert

**Who is ITIL Practitioner for?**

- Those interested in taking ITIL Foundation
- Foundation certified
- ITIL Intermediate certified and on the path to expert

**The Syllabus**

- Focuses on the continual service improvement (CSI) approach as a way to structure improvement initiatives
- Draws on a bespoke ITIL toolkit that guides individuals when

**Driving Organizational Change**

- Establishing metrics for success
- Providing practical guidance to transform knowledge into practice in the workplace

**9 Guiding Principles**

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

**The Impact**

- Developing the IT Service Management profession

**ITIL Practitioners:**

- Can confidently and successfully act on the knowledge acquired from ITIL Foundation
- Have a clear understanding of how to structure improvement initiatives, and the know-how to drive these forward
- Expertly adopt and adapt the ITIL framework to the unique needs of their organization
- Are committed to both personal and organizational development

Start your journey to becoming a Practitioner today

Visit AXELOS.com/ITIL-PRACTITIONER