Transform knowledge into practice with ITIL Practitioner

Introducing the latest evolution in the ITIL framework

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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

Visit axelos.com/ITIL-Practitioner