



PULTORAK

the business of IT™

David Pultorak
January 14, 2016

ITIL
Practitioner -
courseware
drilldown for
trainers



Recorded ITIL Practitioner events

youtube.com/pultorakassociate

pultorak.com click on 'free resources' to get poster

ITIL Practitioner is here!

The screenshot shows a presentation slide with the following content:

- ITIL Practitioner - Get the Facts for Individuals
- What we will cover
- What ITIL Practitioner is
- Fit within the qualification scheme
- Timeline, costs
- The book
- The course
- The examination

There is a video player embedded in the slide with a play button and a chat box overlay. The chat box contains the text: "We will post a video of this session and all attendees. Please use the chat box to post your questions as we go, we will answer them at the end of the presentation. If you have technical difficulties, IM or email Chris chris.bugge@pultorak.com".

Are you ready to take the exam or train others?

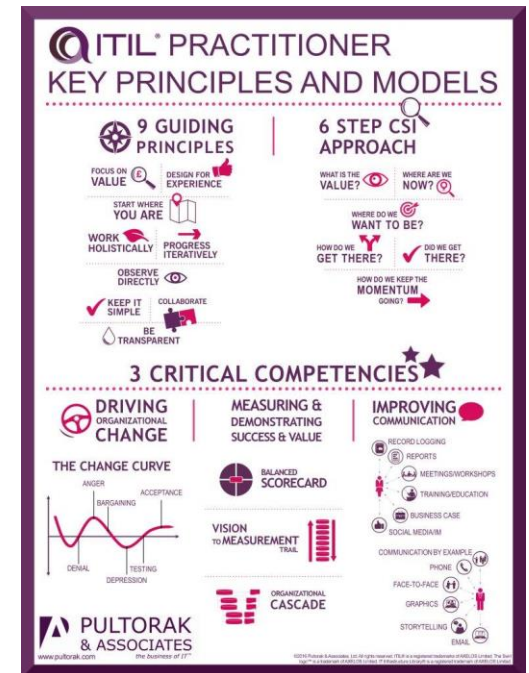
The examination will be live in January, the book required for the open-book test will be available then, as will our courseware, for which we have a pre-release version available for evaluation. If you are an individual learner, run a corporate training program, or are a trainer, LA or ATO and want to know more about the ITIL Practitioner course, exam, book, and Pultorak's instructor kits, participant books and eBooks, CBTs and eLearning, join us for the following webinars to get your FAQs answered.

ITIL Practitioner - Get the Facts course, exam, book overview for trainers
Thursday, December 3, 2015 from 7:00 AM to 7:30 AM (PST)

Register Now on [Eventbrite](#)

ITIL Practitioner Pultorak courseware/instructor kit overview for trainers
Thursday, January 14, 2016 from 7:00 AM to 8:00 AM (PST)

Register Now on [Eventbrite](#)

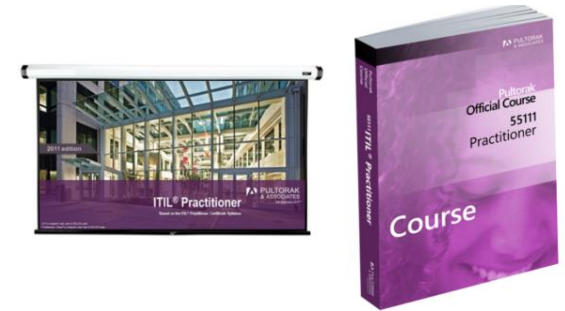
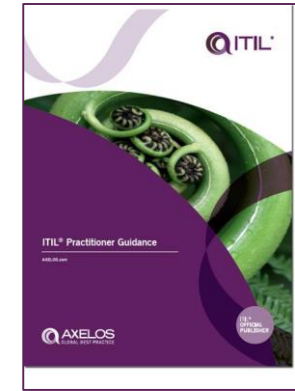
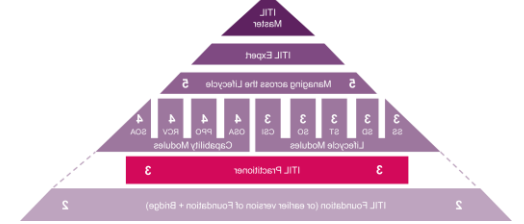


What we will cover

Review Practitioner course (overview)

Review instructor kit contents

Update you on TTT/Instructor certification



We will record this session and post a link to it for all attendees

Please use the chat box to post your questions as we go; we will answer them at the end of the presentation

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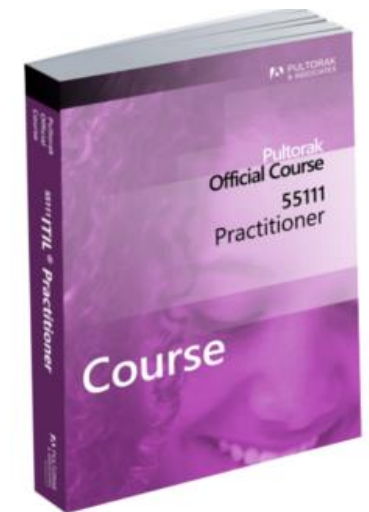


The course—ITIL Practitioner agenda (3d/16h/960m)

Module 1: Using IT Service Management concepts that are important drivers of CSI	100m
Module 2: Applying ITSM guiding principles in a real-world context	100m
Module 3: Applying the CSI approach to improvements in an organizational context	100m
Module 4: Using metrics and measurements to enable CSI	200m
Module 5: Communicating effectively to enable CSI	200m
Module 6: Applying organizational change management to support CSI	260m
Module 7: Summary and exam preparation	



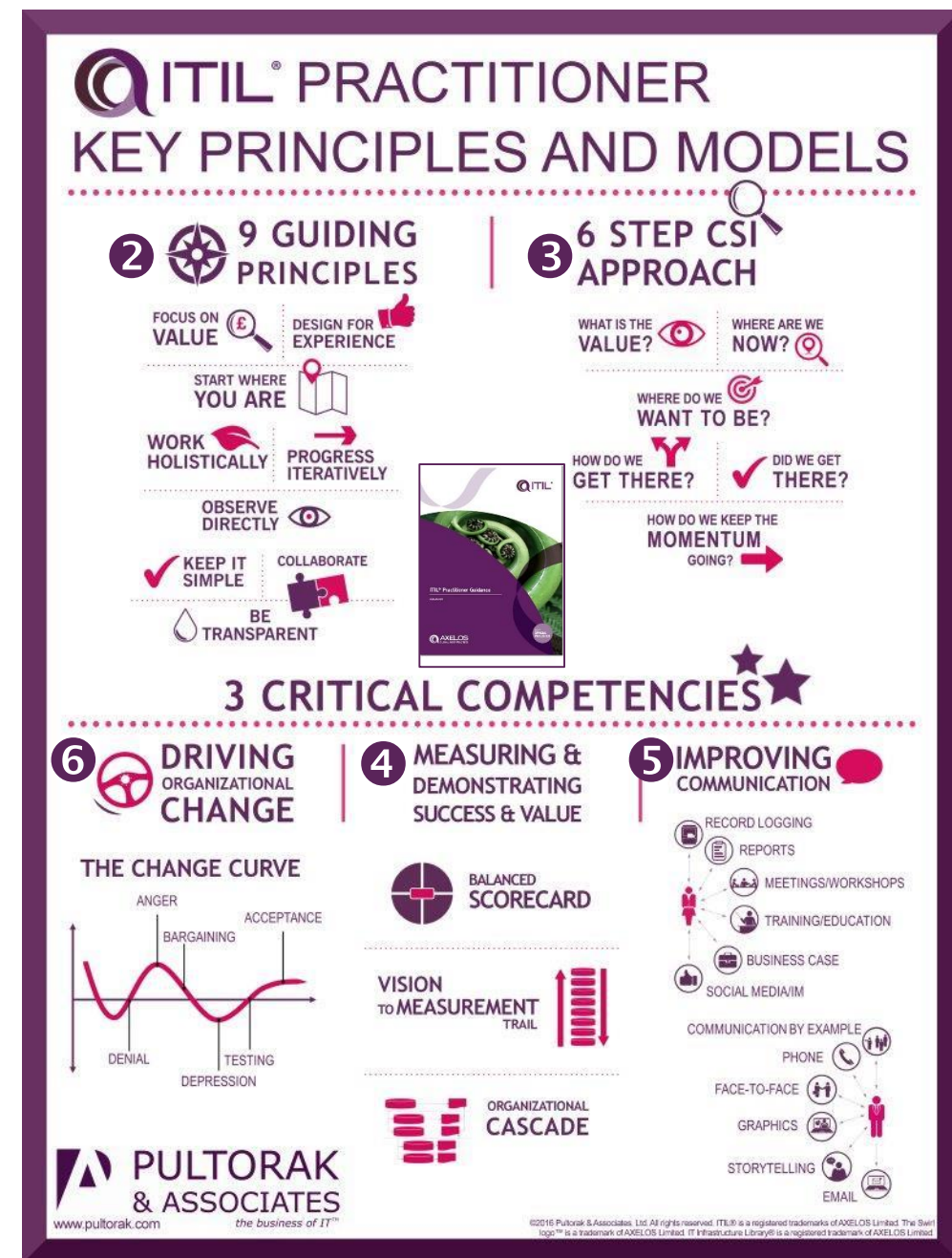
352 slides (2.75m/slide)



The course—ITIL Practitioner course objectives

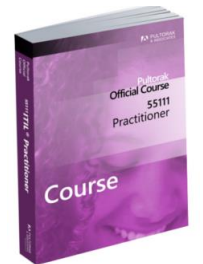
At the end of the course, you should be able to:

1. Use ITSM concepts that are important drivers of CSI (Adopt/Adapt; Service Components)
2. Apply the IT Service Management **guiding principles** in a real-world context
3. Apply the **CSI approach** to manage improvements in a given organizational context
4. Use **metrics and measurements** to enable Continual Service Improvement
5. **Communicate** effectively to enable Continual Service Improvement
6. Apply **Organizational Change Management** to support CSI



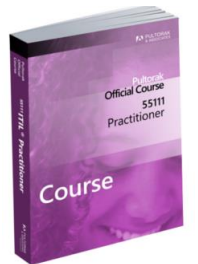
Course Schedule: Three-Day Course (Day 1 of 3)

09:00 – 09:10	Module 0: Welcome and Introduction
09:10 – 10:00	Module 1: Using IT Service Management concepts that are important drivers of CSI (1)
10:00 – 10:10	Break
10:10 – 11:00	Module 1: Using IT Service Management concepts that are important drivers of CSI (2)
11:00 – 11:10	Break
11:10 – 12:00	Module 2: Applying ITSM guiding principles in a real-world context (1)
12:00 – 01:00	Lunch
01:00 – 01:50	Module 2: Applying ITSM guiding principles in a real-world context (2)
01:50 – 02:00	Break
02:00 – 02:50	Module 3: Applying the CSI approach to improvements in an organizational context (1)
02:50 – 03:00	Break
03:00 – 03:50	Module 3: Applying the CSI approach to improvements in an organizational context (2)
03:50 – 04:00	Break
04:00 – 04:50	Module 4: Using metrics and measurements to enable CSI (1)
04:50 – 05:00	Summary and Look Ahead



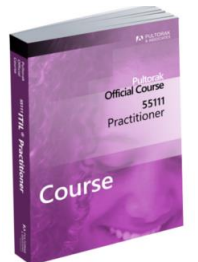
Course Schedule: Three-Day Course (Day 2 of 3)

09:00 – 09:10	Welcome and Intro
09:10 – 10:00	Module 4: Using metrics and measurements to enable CSI (2)
10:00 – 10:10	Break
10:10 – 11:00	Module 4: Using metrics and measurements to enable CSI (3)
11:00 – 11:10	Break
11:10 – 12:00	Module 4: Using metrics and measurements to enable CSI (4)
12:00 – 01:00	Lunch
01:00 – 01:50	Module 5: Communicating effectively to enable CSI (1)
01:50 – 02:00	Break
02:00 – 02:50	Module 5: Communicating effectively to enable CSI (2)
02:50 – 03:00	Break
03:00 – 03:50	Module 5: Communicating effectively to enable CSI (3)
03:50 – 04:00	Break
04:00 – 04:50	Module 5: Communicating effectively to enable CSI (4)
04:50 – 05:00	Summary and Look Ahead



Course Schedule: Three-Day Course (Day 3 of 3)










09:00 – 09:10	Welcome and Intro
09:10 – 10:00	Module 6: Applying organizational change management to support CSI (1)
10:00 – 10:10	Break
10:10 – 11:00	Module 6: Applying organizational change management to support CSI (2)
11:00 – 11:10	Break
11:10 – 12:00	Module 6: Applying organizational change management to support CSI (3)
12:00 – 01:00	Lunch
01:00 – 01:50	Module 6: Applying organizational change management to support CSI (4)
01:50 – 02:00	Break
02:00 – 03:00	Module 6: Applying organizational change management to support CSI (5)
03:00 – 04:00	Module 7: Summary and Exam Preparation
04:00 – 05:00	Examination (Optional)



Instructor Kit Contents

- Same layout/format as, e.g., Foundation
- As this is an application course, there is heavier emphasis on exercises
- Exercises are driven by the sample exam scenarios (which are the same as those used in the real exams) as applied to the toolkit
- As not all scenario content drives population of toolkit components (said another way, you cannot complete all toolkit templates just based on the provided scenarios) additional content is provided with exercises so learners can complete them using the provided scenario content + the additional content; this follows the model used in the actual exams

Name

-  Additional Files
-  Case Study
-  Handouts
-  Instructor Guide
-  Practical Exercises
-  Presentations
-  Quizzes and Sample Exams
-  Read Me.pdf
-  Release Notes.pdf

Instructor kit contents: templates, samples handouts > activities

Related and Independent Improvement Iterations

Continual Service Improvement Approach

Orientation Worksheet

Benefits Realization Review Template

CSI Registers

ITIL Vision to Measurement

Balanced Scorecard

Organizational Cascade

Workshop and Meeting Action Plan

Meeting Notes Template

Stakeholder Communication Plan Template

Business Case

Sponsor Diagram

Stakeholder Analysis Worksheet

Stakeholder Map - Power Interest Grid

RACI Matrix

CSF Worksheet

Individual KPI Worksheet

KPI Balance Checklist

Report Worksheet

Assessment Criteria

Example Assessment Report

Tension Metrics

COBIT Goals Cascade

Example Regular Communications Campaign Checklist

Communication Success Criteria Worksheet

Sponsor Roadmap

RACI Model Authority Matrix

The ABC of ICT

Balance Diversity - A Portfolio Approach

The 8-Field Model

Training Plan Template

Force Field Analysis

Resistance Management Plan

Determine the Amount of Organizational Change Management

Frequently-adopted OCM Frameworks

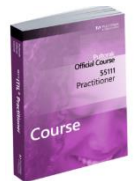
AGILE, SCRUM, eXtreme programming, Kanban, Lean, DevOps

ITIL Practitioner Guiding Principles

Improvement Categorization Matrix

Levels of Governance in Delivery

Activities are built around the templates and samples; additional scenario content is provided as in the sample and actual exams to allow in this case completion of toolkit items; sample completed items are provided as part of the instructor kit and learner materials, i.e., the 'answers'



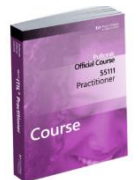
Instructor kit contents: templates, samples handouts > activities

4. Here is an extract from the completed benefits realization review template produced after DriveYou.com made the planned SLA improvements.

Baseline value	Expected result	Achieved result
Low customer satisfaction	Support calls resolved within an average of 4 hours	Support calls resolved in an average of 4.2 hours

Has the template been used correctly and why/why not?

Activities are built around the templates and samples; additional scenario content is provided as in the sample and actual exams to allow in this case completion of toolkit items; sample completed items are provided as part of the instructor kit and learner materials, i.e., the 'answers'



Instructor (and participant kit) contents

Instructor Kit

- Instructor Guide
- Main PowerPoint and welcome and intro presentations
- End of module quizzes, with questions and answers
- Scenario/toolkit-driven activities
- Voiceover Transcripts (good basis for deriving your own stories/examples)
- Participant kit components

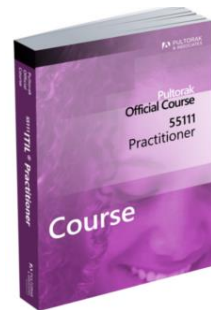
Pricing:

Instructor kit: \$274

Participant kit: \$137

Exam: \$224

Official Practitioner book: \$91



Participant Kit

- Main presentation (contains everything needed to pass the exam)
- Course Syllabus
- Index by Glossary term and by Syllabus Reference
- Sample exam and scenario (in PDF and simulated online software formats)
- Handouts (mostly Practitioner toolkit items to be used as templates)
- Acronyms and Glossary (Foundation plus Practitioner entries)
- ITIL Practitioner key principles and models poster

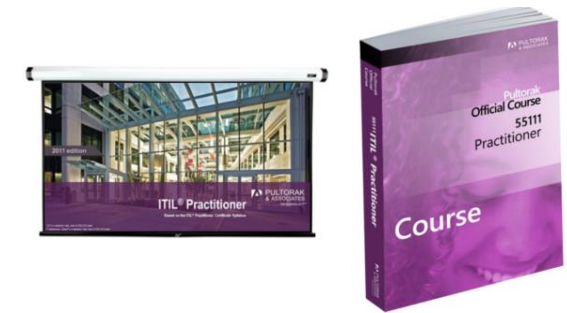
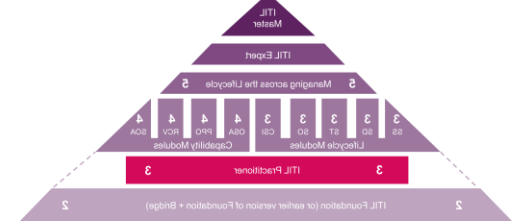
Update on TTT/Instructor certification

- Free exam available from the examination institute through which you are listed as an accredited ITIL® trainer, e.g., EXIN made it available to our accredited trainers at their EXIN MyLogin. Make sure you know who you are accredited by (we are checking on LCS > EXIN grandfathering) **EXPIRES 1/31**

AXELOS trainer requirements for ITIL® Practitioner:

- 2 Credits ITIL Foundation Certificate or foundation + bridge
- 2 Credits ITIL Practitioner certificate
- hold **either** the ITIL Expert certificate **or** a minimum of 12 credits in the ITIL® examination program:
 - 2 Credits from ITIL Foundation
 - 3 Credits from ITIL Practitioner
 - 3 Credits from ITIL CSI
 - 4 additional credits from the ITIL certification program

Note: Trainers who meet the 12-credit requirement but do not hold the required CSI credits have until 12/31/16 to acquire them; from 1/1/2017, trainers are required to hold 3 CSI credits.

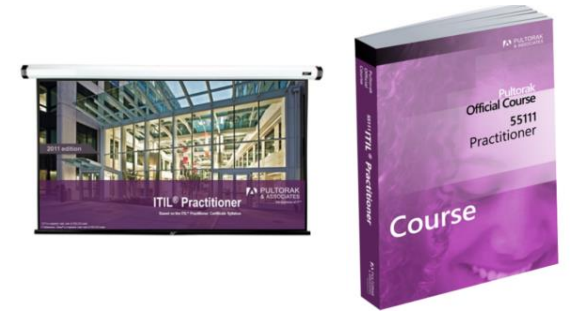
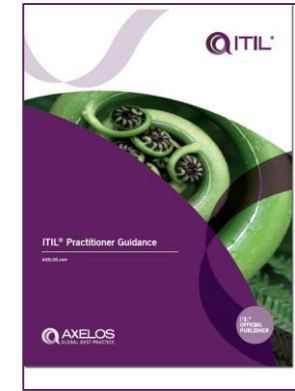
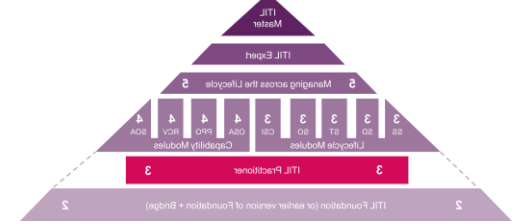


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The examination—format of the examination

Type	Multiple choice, 40 questions selected from the full ITIL Practitioner Certificate examination question bank; scenario-based .
Duration	Maximum 100 minutes (1 hour 45 minutes) for all candidates in their respective language
Provisions for additional time for language	Candidates completing an exam in a language that is not their mother tongue have a maximum of 2 hours to complete the exam and can use a dictionary
Prerequisite	Accredited ITIL Practitioner training is strongly recommended but is not a prerequisite
Supervised	Yes
Open Book	Yes
Pass Score	28/40 or 70%
Delivery	This examination is available in online or paper-based format



Price \$224 USD

Next steps

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Get the book/course/exam at pultorak.com

Contact us at info@pultorak.com or +12067291107
for more on format, delivery and pricing options



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