

ITIL® Practitioner

- 1. Service Management Concepts**
 - a. Adopt and adapt
 - b. VOCR: value, outcomes, costs, and risks
- 2. Guiding Principles**
 - a. Focus on value
 - b. Design for experience
 - c. Start where you are
 - d. Work holistically
 - e. Progress iteratively
 - f. Observe directly
 - g. Be transparent
 - h. Collaborate
 - i. Keep it simple
- 3. Service Improvement Approach**
 - a. What is the vision?
 - b. Where are we now?
 - c. Where do we want to be?
 - d. How do we get there?
 - e. How do we know we've arrived?
 - f. How do we keep the momentum going?
- 4. Organizational Change Management (OCM)**
 - a. What is OCM?
 - b. Sources of resistance
 - c. People transition
 - d. Stakeholder management
 - e. Sponsor management
 - f. Resistance management
 - g. Reinforcement
- 5. Metrics and Measurements**
 - a. CSFs and KPIs
 - b. Metric cascades and hierarchies
 - c. Metric categories
 - d. Assessment
 - e. Reporting
- 6. Communication**
 - a. Issues caused by poor communication
 - b. Benefits of good communication
 - c. Communication essentials
 - d. Communication principles
 - e. Communication types
- 7. Tips for Success on the ITIL Practitioner Exam**