

ELMI CERTIFICATE: ITIL® Practitioner Course

ELMI College is a fully accredited affiliate of Fox IT Service Management South Africa

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|-----------|----------|----------------|---------------|
| Duration: | 2.5 Days | Class Capacity | 8-24 Students |
| Lectures: | Weekdays | | |

WHAT IS ITIL®?

ITIL® (Information Technology Infrastructure Library) is a set of detailed practices for IT Service Management (ITSM) that focuses on aligning IT services with the needs of business. This globally recognised Framework is used by various organisations to assist with the management of the company's IT needs.

IS THIS FOR ME?

Once you have mastered ITIL® Foundation, focusing on the 'what' and 'why', ITIL® Practitioner will give you the 'how to' and fully prepare you for the ITIL® Practitioner Exam.

This two-and-a-half-day classroom based, instructor led training will provide you with practical guidance on how to adopt and adapt the ITIL® framework within your organisation. You will receive interactive assignments, tools, techniques and guidance to implement the framework effectively. This course will provide you with a toolkit to ensure continuous learning, giving you ongoing support throughout your improvement journey.

WHAT CERTIFICATION DO I GET?

On successful completion of your exam, you will receive an ELMI Certificate of attendance as well as a digital ITIL® 5 Practitioner Certificate.

WHAT DO I NEED TO GET IN?

All delegates attending this course must have completed the ITIL® Foundation training course and passed the exam.

WHAT WILL I LEARN?

- Using IT Service Management concepts that are important drivers of continual service improvement
- Applying the ITSM guiding principles in a real world context
- Applying the CSI approach to manage improvements in a given organisational context
- Use metrics and measurement to enable continual service improvement
- Communicate effectively to enable continual service improvement
- Apply organisational change management to support continual service improvement

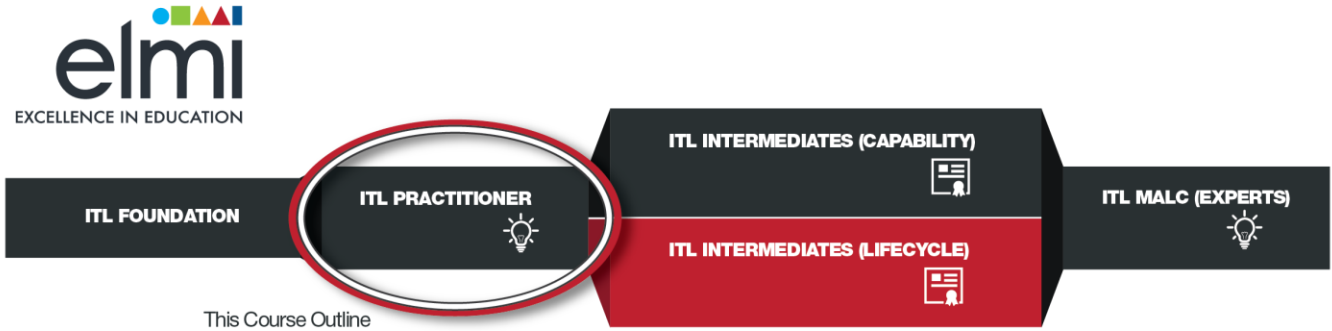
HOW WILL I BE ASSESSED?

- 2 hour 15 minute exam
- 40 multiple choice questions
- Open book
- Pass mark of 70%

WHO SHOULD ATTEND?

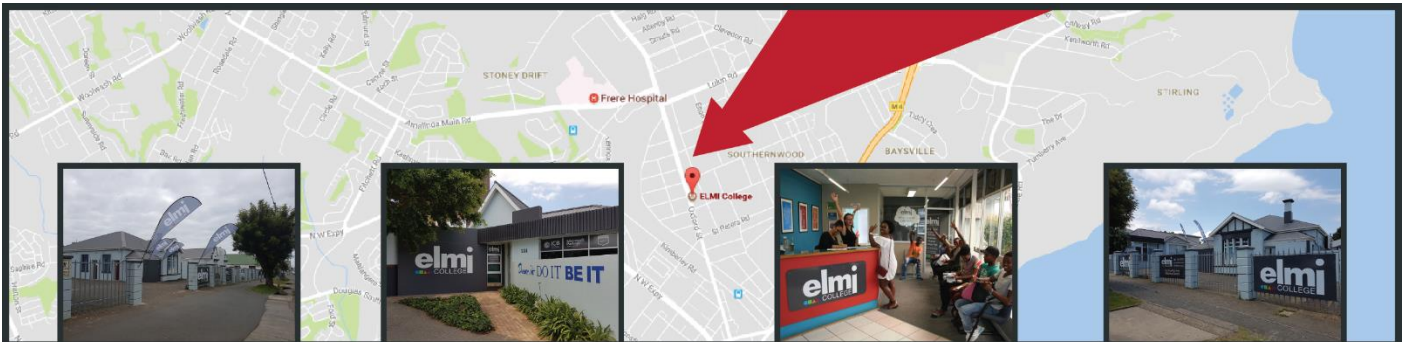
- IT Managers
- IT Support Staff
- IT Consultants
- Business Managers
- System integrators
- Service providers

WHAT ARE MY OPTIONS IF I WANT TO STUDY FURTHER AFTER THIS COURSE?



WHERE WILL THE CLASSES BE HELD?

The course will be run at our East London Campus at 231 Upper Oxford Street, Southernwood. Off-street parking is available.



WHAT'S INCLUDED IN MY EXAM AND COURSE FEE COMBO?

- Classroom lectures and personal mentorship
- Tuition material and textbooks
- Sample examination paper
- ELMI Registration fee
- ELMI Kit Bag
- Refreshments provided during training
- Printed ELMI certificate of attendance

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Accredited online (CLOUD-Trainer) ITIL® training is provided by IT Training Zone Ltd, accredited by the APMG Examination Institute.

DISCLAIMER

The contents of this information sheet are subject to change without notice due to legislation, market requirements or any other reason. ELMI reserves the right to change the programme subject matter without notice. This information sheet forms part of your enrolment contract.