

ITIL® PRACTITIONER ONE PAGER

LO	Contents	Description
1	Adopt and Adapt	Adopt: Service Oriented Culture; Adapt: Apply ITIL® Concepts
	Elements of Service	Value Customer Outcome Cost Risk
2	Guiding Principles	Focus on Value Design for Experience Start where you are Work Holistically Progress Iteratively Observe Directly Be Transparent Collaborate Keep it Simple
3	Using CSI Approach	Using the templates provided <ul style="list-style-type: none"> ➤ Orientation Worksheet ➤ Benefits Realization Review Template ➤ CSI Registers
4	Define CSFs and KPIs & Analyze them in four categories	Process Service Technology Progress Compliance Effectiveness Efficiency Leading Trailing Inside-out Outside-in
5	Communicate Effectively Five Principles of effective communication	Communication is a two-way process We are all communicating all the time Timing and frequency matters There is no single method of communication The message is in the medium
6	Organizational Change Management	It's the people side of the change <ul style="list-style-type: none"> ➤ Sponsor Diagram ➤ Stakeholder Analysis Worksheet ➤ Stakeholder Map ➤ RACI Model Authority Matrix

Contact us for any of these programs



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- ITIL® Intermediate Release, Control & Validation
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- ITIL® Intermediate Planning, Protection & Optimization
- ITIL® Managing Across the Lifecycle



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