

ITIL Practitioner Exam Syllabus

Unit	Content
1	<ul style="list-style-type: none">- Apply the concept of 'adopt and adapt' when using ITIL guidance in a given context- Analyze the importance of each element of a service when planning and implementing service improvements
2	<ul style="list-style-type: none">- Apply the ITSM guiding principles in a given context when planning and implementing service improvements
3	<ul style="list-style-type: none">- Describe the purpose and main outputs of each step of the CSI Approach- Use the CSI Approach tools and techniques successfully in a given specific context- Apply the CSI approach to a given context, demonstrating an understanding of the critical competences, the guiding principles and the scientific method
4	<ul style="list-style-type: none">- Define critical success factors (CSFs) using a relevant hierarchical approach- Determine key performance indicators (KPIs) to underpin a critical success factor- Analyze CSFs and KPIs in a given context to ensure that they are balanced between the four categories- Define a current state assessment in a given context- Design a report in a given context- Apply knowledge of metrics and measurement when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles
5	<ul style="list-style-type: none">- Explain the nature, value, importance and benefits of good communication- Explain communication principles- Explain the purpose and value of communication tools and techniques- Use relevant communication tools and techniques to support improvement in a given context- Apply knowledge of communications when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles
6	<ul style="list-style-type: none">- Explain the role and impact of OCM in successful improvement- Describe the purpose and value of OCM activities- Use relevant OCM tools and techniques to support improvement in a given context- Apply knowledge of OCM when planning and implementing improvements, particularly in the context of the CSI approach and/or the guiding principles

ITIL Practitioner Exam Sample Questions

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Sankarsan Biswas



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