ExamLabs ITIL Practitioner Study Guide Exam ITIL Practitioner



Contents

	_	_
4	1.04.40	uction
	Introd	HICTION
	II I U O O	uction

- 1.1 Using ITIL adopt and adapt
- 1.2 Understanding service
- 1.3 Delivery models
- 1.4 Service management versus IT service management

2 Guiding principles

- 2.1 Focus on value
- 2.2 Design for experience
- 2.3 Start where you are
- 2.4 Work holistically
- 2.5 Progress iteratively
- 2.6 Observe directly
- 2.7 Be transparent
- 2.8 Collaborate
- 2.9 Keep it simple
- 2.10 Applying the guiding principles
- 3 The CSI approach

ExamLabs

	3.1	Characteristics of the CSI approach		
	3.2	Step-by-step guide to the CSI approach		
4	Metr	Metrics and measurement		
	4.1	What is measurement for?		
	4.2	Critical success factors and key performance indicato		
	4.3	Metric cascades and hierarchies		
	4.4	Metric categories		
	4.5	Assessments		
	4.6	Reporting		
	4.7	Continual improvement of metrics and measurement		
5	Com	Communication		
	5.1	Why good communication is important		
	5.2	Communication principles		
	5.3	Communication techniques		
6	Orga	Organizational change management		
	6.1	Essentials for successful improvement		
	6.2	Clear roles and responsibilities		
	6.3	OCM and ITIL change management		
	6.4	Impact of organizational change management		
	6.5	Understanding people's transition through change		
	6.6	Key activities for effective organizational change management		
	6.7	Continual improvement of organizational change management		

7.1 CSI approach

Toolkit

7



- 7.2 Metrics and measurement
- 7.3 Communication
- 7.4 Organizational change management

Glossary



1

Introduction

This chapter covers:

- using ITIL adopt and adapt
- understanding service
- delivery models
- service management versus IT service management