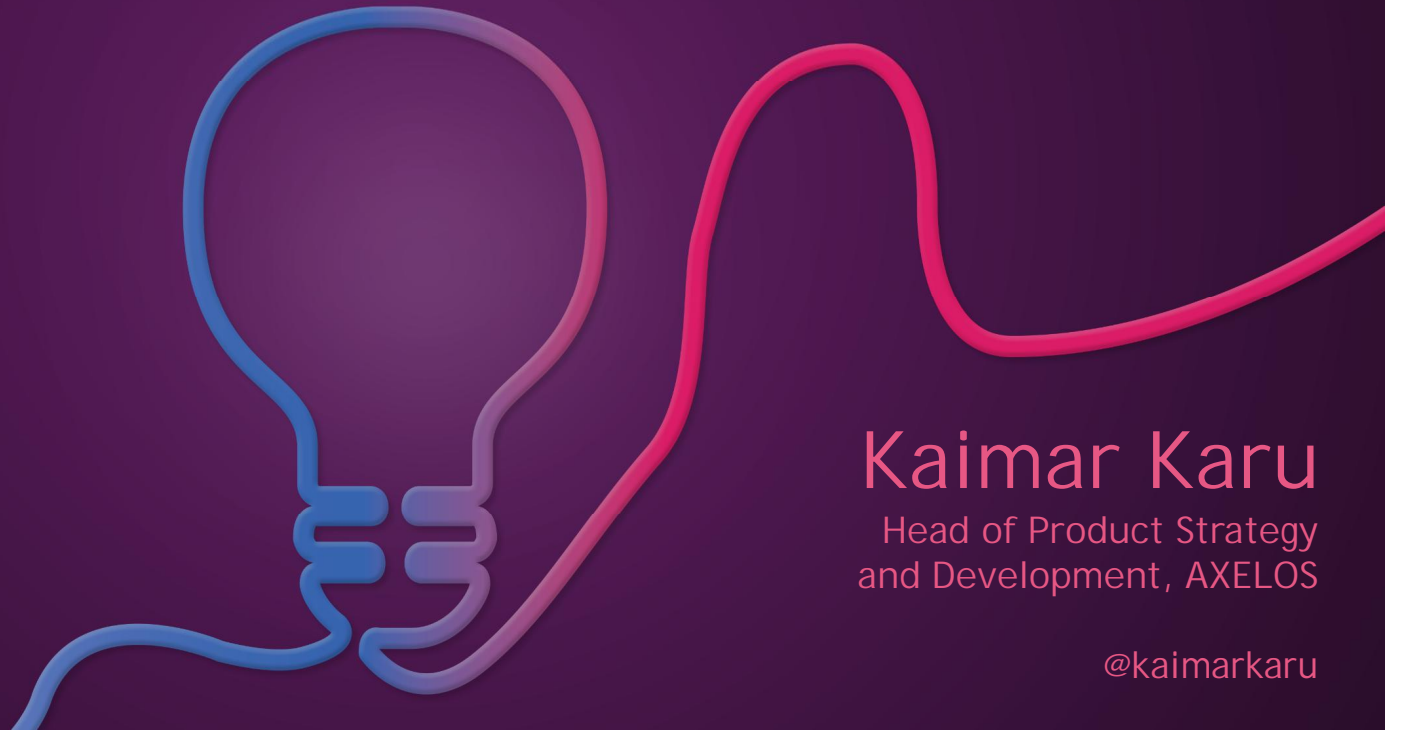


TRANSFORM KNOWLEDGE INTO PRACTICE WITH

 ITIL[®] Practitioner



Kaimar Karu

Head of Product Strategy
and Development, AXELOS

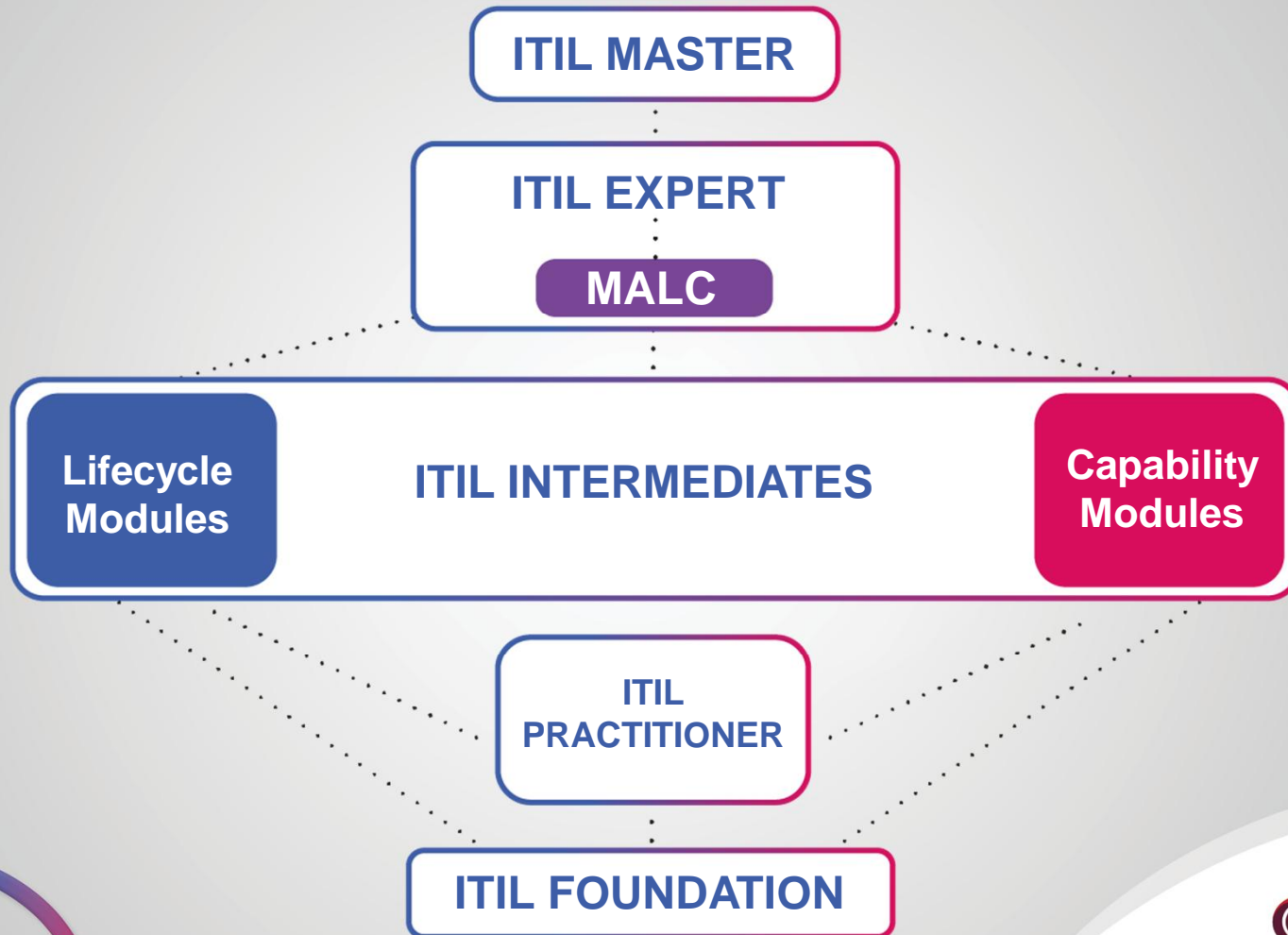
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Introducing the latest
evolution in the ITIL
best practice framework

More focus on
adopt and adapt

We need
guidance on the
'how to'

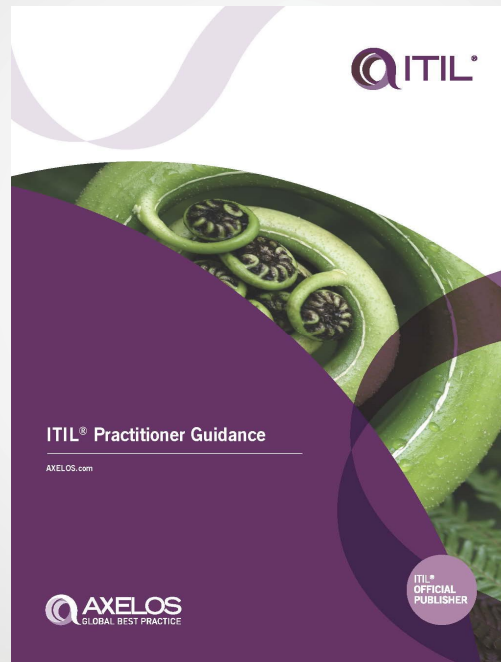
Make it relevant to
solving business
problems



— Introducing the PAT —

- » Kevin Behr (US)
- » Karen Ferris (AU)
- » Lou Hunnebeck (US)
- » Barclay Rae (UK)
- » Stuart Rance (UK)
- » Paul Wilkinson (NL)

— The Guidance —



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AXELOS
GLOBAL BEST PRACTICE

— What is ITIL Practitioner? —

**BRAND
NEW**

COMPLEMENTARY
TO THE ITIL
QUALIFICATION
SCHEME



FOLLOWS ON
FROM ITIL
FOUNDATION



COUNTS AS **3 CREDITS**
TOWARDS ITIL EXPERT



PROVIDES
PRACTICAL
GUIDANCE



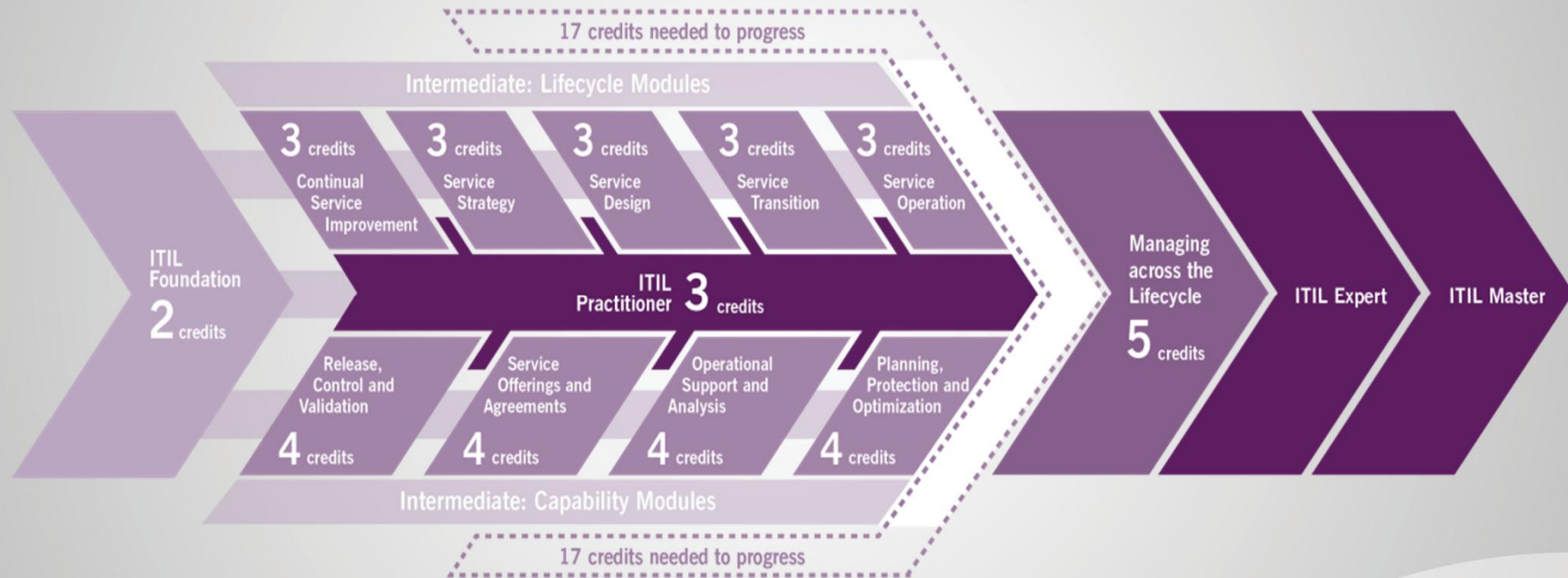
9 GUIDING
PRINCIPLES

FOCUSES ON
THE CSI APPROACH



3 CRITICAL
COMPETENCIES

ITIL Qualification Scheme



Introducing The Practitioner



ITIL Practitioner

Continual Service Improvement

Organizational
Change
Management

Measurement
and Metrics

Communication

— Organizational Change Management —

- » A **clear** and bought-into **vision**
- » **Strong** and committed **leadership**
- » **Empowerment** and teamwork
- » Willingness to **participate**
- » Right **skills** and relevant **knowledge**
- » A **sustainable approach** to improvement

Measurement and Metrics

- » Supports **validating** decisions and assumptions
- » Sets a **clear direction** for improvements
- » Justifies **what** we do **and why** we do it
- » Provides the means of **healthy intervention**
- » Utilizes balanced, **meaningful KPIs**
- » **Links** the vision, objectives, goals, CSFs, and KPIs

Communication

- » Communication is a **2-way** process
- » We are all communicating **all the time**
- » There is **no single way** of communicating
- » **Timing** and **frequency** matter
- » The message is in the **medium**

Continual Improvement

- » Understanding the **context**
- » Assessing the **current state**
- » Describing the **desired state**
- » **Planning** and **executing**
- » Confirming **value delivery**
- » Ensuring **continuity**

ITIL GUIDING PRINCIPLES

FOCUS ON
VALUE



DESIGN FOR
EXPERIENCE



WORK
HOLISTICALLY



PROGRESS
ITERATIVELY



START WHERE
YOU ARE



OBSERVE
DIRECTLY



ITIL[®]



KEEP IT
SIMPLE

COLLABORATE



BE
TRANSPARENT

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AXELOS
GLOBAL BEST PRACTICE

FOCUS ON VALUE



- » All activities must deliver customer value
- » The customer determines what is of value
- » Not all 'improvements' deliver value

DESIGN FOR EXPERIENCE



- » Understand the interactions
- » Walk a mile in your customer's shoes
- » Empathy is the key

START WHERE YOU ARE



- » Understand the vision and the direction
- » Seek out the value in what you have
- » Leverage what already exists

WORK HOLISTICALLY



- » Organizations are complex systems
- » Value is co-created through interactions
- » Local optimization != value

PROGRESS ITERATIVELY



- » Avoid 'big bang' change initiatives
- » Keep each improvement manageable
- » Keep delivering value, continually

OBSERVE DIRECTLY



- » Understanding context is important
- » Direct observations trump reports
- » Going to the source kills assumptions

BE TRANSPARENT



- » The unknown is scary
- » Missing information is replaced by myths
- » Transparency creates supporters

COLLABORATE



- » Understand the end-to-end flow
- » Work with your customers and users
- » Manage your stakeholders

KEEP IT SIMPLE

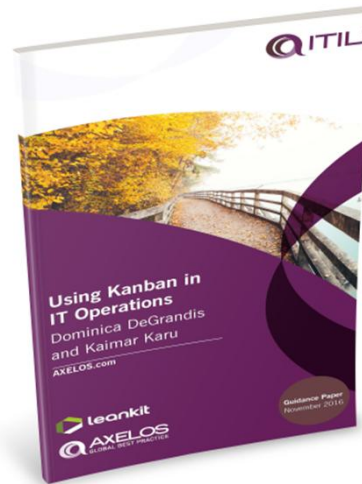


- » Minimum Valuable Process
- » Minimum Valuable Procedure
- » Minimum Valuable Reporting

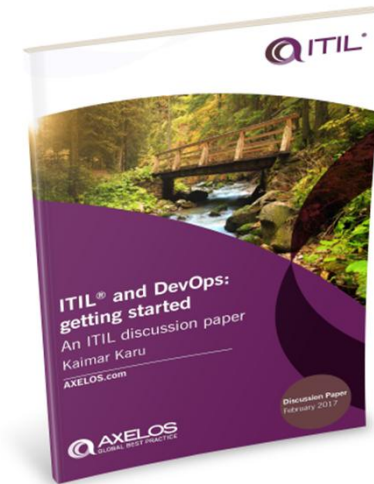
ADDITIONAL READING



ITIL PRACTITIONER
GUIDANCE



USING KANBAN IN
IT OPERATIONS



ITIL AND DEVOPS:
GETTING STARTED

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TRANSFORM KNOWLEDGE
INTO PRACTICE WITH

 ITIL[®] Practitioner

 RESILIA[®]

 PRINCE2
AGILE[™]

 AXELOS
GLOBAL BEST PRACTICE
PROFESSIONAL DEVELOPMENT PROGRAMME