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ITIL® V2 Practitioner Change Management Course Number 1964C

The Information Technology Infrastructure Library (ITIL®) body of knowledge provides best practice guidelines towards the deployment of quality IT services. However, applying these concepts in practical, effective means presents another challenge to the IT organization. The ITIL® V2 Practitioner Change Management course provides the necessary learning environment for practical process design and implementation, given by IT professionals with the hands-on experience in successfully deploying these same ITIL® processes.

This five-day, on-site, instructor-led training course on Change Management aims to provide the participant with a detailed process design or model, which can be the basis for one that is customized for his specific IT environment. The critical success factors, potential performance issues, people concerns, and metrics for the Change Management process are impressed upon the participants.

Prerequisites

Participants are required to be holders of an ITIL® V2 Foundation Certificate. The certification organizations require a proof of attainment copy of your certificate prior to taking the course if the participant plans on taking the certification examination.

Optional Certification Examination

The ITIL® V2 Practitioner Course includes a two-hour exam consisting of 40 multiple choice questions leading to the ITIL® Practitioner Change Management Certification.

Who Should Attend?

This ITIL® Practitioner course is intended for IT professionals responsible for planning and executing service management improvement initiatives.

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Course Syllabus

- Change Management scope, concepts, and terminology
- Normal and urgent change process lifecycles including prioritization, impact assessment, and resource assessment
- The Change Advisory Board and RFC authorization
- Planning, prioritization, and assessment of Changes
- Building, testing, and implementation of Changes
- Monitoring and reporting
- Interfaces and dependencies

For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, info@pultorak.com, or visit our website at www.pultorak.com.

