ITIL® Practitioner FAQs

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AXELOS GLOBAL BEST PRACTICE

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1 The Qualification:

1.1 WHY ARE YOU INTRODUCING THIS NEW QUALIFICATION?

The qualification aims to demonstrate that IT Service Management (ITSM) professionals are equipped with the most essential skills to apply ITIL® concepts in their organization. At the same time, it's designed to give confidence to managers that the members of their team are ready to initiate and successfully carry out required improvement initiatives.

1.2 HOW DID AXELOS COME TO THE DECISION TO LAUNCH ITIL PRACTITIONER? AND WHO WAS CONSULTED?

Since AXELOS' inception in 2013, we have been meeting with practitioners globally to understand how they use the best practice portfolio, their successes and challenges. We have been analyzing this feedback, to find ways to help improve organizations' performance. The new ITIL Practitioner qualification and the accompanying guidance is a response to practitioners' requests for additional, practical elements to complement the existing ITIL guidance. While the ITIL Foundation qualification confirms a good understanding of what service management is and introduces all the relevant ITIL concepts and the language, the 'how' is addressed only very briefly. ITIL Practitioner comprises key skills for how to start adopting and adapting ITIL within the organization.

1.3 WILL ITIL PRACTITIONER BE A SINGLE QUALIFICATION, OR WILL THERE BE A SERIES OF ITIL PRACTITIONER CERTIFICATES?

At this time the ITIL Practitioner is intended to be a single qualification, not a series.

1.4 IS THIS THE FIRST STEP TOWARDS ITIL V4?

Our overall goal at AXELOS is to provide practitioners with the best possible guidance to help with their day to day roles and this requires us to evolve ITIL over time. This will not be achieved with sweeping updates, but by continually improving the framework.

As an organization we are always on the lookout for new practices (good and emerging), which we will link to the stable core of ITIL's best practice framework. ITIL Practitioner follows this principle, adding additional practical guidance to the existing qualification scheme. Some new materials will be introduced alongside the qualification to help practitioners identify changing approaches to service management.

1.5 WHAT IS THE ITIL PRACTITIONER EXAM BASED ON?

The exam is based on various elements of the ITIL core material, from the *Planning to Implement Service Management* publication, and supplementary guidance that is being authored covering practical application techniques in more detail.

At a high level, the following areas are covered by the qualification:

Area	Description
CSI Approach	Using the CSI Approach as an organizing framework to lead a person and/or team through practical adoption of ITIL/ITSM guidance. Includes selected specific methods and techniques to use during particular steps of the approach.
Guiding Principles	A set of broad principles that should be used to guide decisions and actions when adopting ITIL/ITSM – typically as a person and/or team moves through the steps of the CSI Approach.
Critical Competencies	Three areas in which it is critical for a practitioner and/or organization to have and apply competencies in order for them to be successful in adopting the ITIL/ITSM guidance: ● Communication ● Measurement & Metrics ● Organizational Change Management

1.6 WHAT TYPE OF ASSESSMENT WILL THE EXAM BE?

The exam will be a scenario-based multiple choice exam supported by a case study that tests the candidate's ability to apply the knowledge and skills studied in the best possible way. The process of building the exams is leveraging both ITIL/ITSM Subject Matter Experts, as well as AXELOS' highly experienced team of examination experts.

1.7 HOW WILL YOU ENSURE THAT THE FIRST PUBLICLY AVAILABLE EXAMS ARE OF GOOD QUALITY?

As with all AXELOS qualifications, new exams are developed by experienced subject matter experts with the assistance of expert examination developers. Then multiple quality assurance cycles are executed for each question and exam, exams are piloted with accredited trainers, ATOs and EIs and then exams are finalized based on feedback and review prior to public release.

1.8 WILL SELF-STUDY BE ALLOWED FOR ITIL PRACTITIONER?

Yes, although attendance at an accredited ITIL Practitioner course will be strongly recommended. AXELOS' market research has shown that, even though course attendance will not be required to sit the exam, the vast majority of candidates still are likely to choose to attend a course.

1.9 HOW WILL YOU ENSURE THAT ITIL PRACTITIONER TRAINING WILL TRULY PREPARE CANDIDATES FOR THE PRACTICAL SKILLS-BASED EXAMINATION?

Students need to feel that class has appropriately prepared them for both the examination, as well as for applying the knowledge and skills acquired in the real world once they have left the class. The new ITIL Practitioner qualification syllabus is focusing on practicality, hopefully inspiring innovative teaching from Accredited Training Organizations (ATOs). We are encouraging ATOs to build highly interactive and activity-driven learning experiences, incorporating case studies and real-world scenarios throughout, in order to provide candidates with as many opportunities as possible to learn by doing instead of by listening alone.

1.10 WHAT GUIDANCE IS AVAILABLE TO SUPPORT THIS NEW EXAM? FOR EXAMPLE WILL THERE BE A MANUAL THAT REPRESENTS CORE GUIDANCE?

In addition to the ITIL core library consisting of five books and the *Planning to Implement Service Management* publication, a new publication 'ITIL Practitioner Guidance' has been developed to support the qualification covering the practical application of theory is being developed as support for this new qualification.

In addition to the above, a toolkit will be provided that includes the relevant references from existing ITIL publications, worksheets, templates, case studies and scenarios, and recommended value-add reading, all assembled to support the defined learning objectives of the qualification.

1.11 HOW LONG IS THE COURSE?

AXELOS does not prescribe the length of accredited training courses. The training requirements will be those necessary to ensure the candidates are introduced to all elements that are referenced within the qualification syllabus. It is intended that, with a well-constructed course and a skilled trainer/facilitator, the subject matter may be covered in two days.

1.12 WHAT IS THIS COGNITIVE COMPLEXITY OF THE QUALIFICATION?

The exam will target Bloom's taxonomy levels 2 – 4. The overall level of the exam is level 3. A definition of the taxonomy can be found here.

1.13 WHO WILL PROVIDE THE TRAINING?

The training will be provided by AXELOS Accredited Training Organizations (ATOs) globally.

1.14 WHAT LANGUAGES WILL THIS LAUNCH IN?

The exam will launch in English, with additional languages added over time based on community feedback. AXELOS is committed to delivering global best practice, and supporting practitioners in a range of different languages.

1.15 DOES THIS MEAN THAT YOU ARE ROLLING BACK TO ITIL V2 WHICH INCLUDED A PRACTITIONER QUALIFICATION?

Although there was a qualification in ITIL v2 called “ITIL Service Practitioner”, this is not related to the new ITIL Practitioner. With the new ITIL Practitioner we are providing help with the ‘how’ for all ITSM practitioners regardless of their job role. It will not focus on any specific ITIL process or Service Lifecycle stage.

2 Qualification Eco-System:

2.1 HOW WILL THIS IMPACT THE EXISTING ITIL FRAMEWORK?

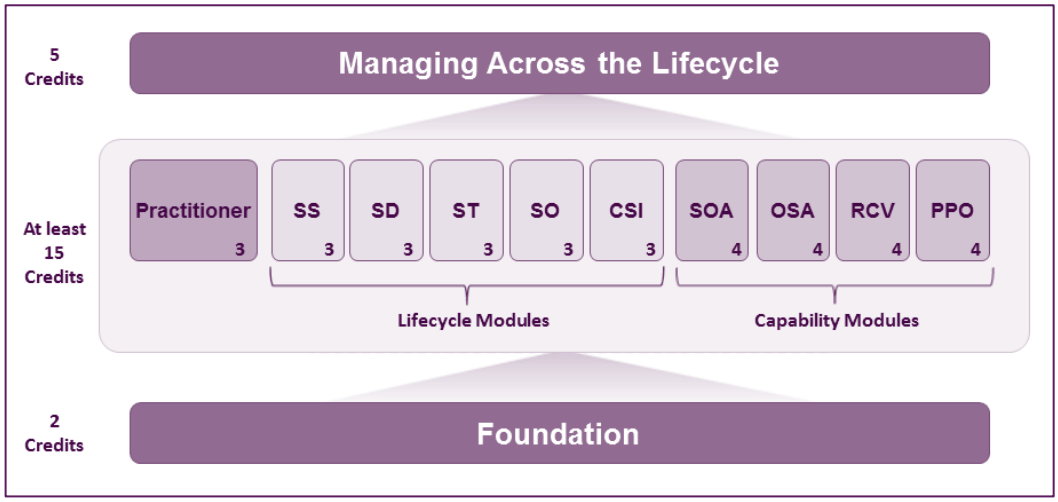
ITIL Practitioner is additive to the existing ITIL qualification scheme, and is built on the existing core guidance with additional guidance on good practices added where required.

2.2 WHAT IS THE RELATIONSHIP, IF ANY, TO THE EXISTING INTERMEDIATE CSI LIFECYCLE QUALIFICATION?

The two qualifications are complementary to each other. The existing qualification focuses on the guidance in the *ITIL Continual Service Improvement* publication, 2011 Edition, covering a broad range of CSI principles and discussing the management and control of activities in the CSI stage of the Service Lifecycle. By contrast, ITIL Practitioner will focus closely on the CSI Approach, with explicit attention a set of key skills that will allow candidates to apply this approach in their own organization.

2.3 WILL ITIL PRACTITIONER ADD POINTS TOWARDS ITIL EXPERT, AND IF SO, HOW MANY?

ITIL Practitioner certification will count as 3 credits in the ITIL certification scheme. These credits may be counted towards achieving ITIL Expert status in the same way as Foundation, Intermediate and Managing Across the Lifecycle (MALC) do today.



2.4 WILL ITIL PRACTITIONER COUNT TOWARDS THE AXELOS PROFESSIONAL DEVELOPMENT (APD) PROGRAM THAT AXELOS IS DEVELOPING?

Yes. Completing ITIL Practitioner will earn you 15 points towards your ITIL CPD subscription. You will then need to achieve a remaining 5 points to receive your digital badge. If you would like to hear more about our programme and its membership offering, please visit the Professional Development Programme page on the AXELOS website.

2.5 ARE CANDIDATES ABLE TO SUBSTITUTE ITIL FOUNDATION WITH ITIL PRACTITIONER?

No. ITIL Foundation will be a prerequisite to take ITIL Practitioner as it will supplement, rather than be a substitute for the Foundation qualification. To that end the ITIL Practitioner syllabus will require candidates to have passed their ITIL Foundation exam and be familiar with the principles of ITSM and the organization-wide common language of ITIL. These learnings will be put in context to answer the 'how' of successful improvement initiatives with ITIL Practitioner, which is the next step after Foundation, not a substitution.

2.6 WHAT ARE THE PRE-REQUISITES FOR ITIL PRACTITIONER?

To sign up for ITIL Practitioner, a candidate will need to have passed the ITIL Foundation exam.

2.7 WILL THIS QUALIFICATION BE POSITIONED BETWEEN ITIL FOUNDATION AND ITIL INTERMEDIATE?

While ITIL Foundation will be a prerequisite for ITIL Practitioner, ITIL Practitioner will not be a prerequisite for Intermediate classes. Some candidates may choose to take ITIL Practitioner prior to attending any Intermediates, but others may not. And some persons who have already taken one or more Intermediate classes may choose to take Practitioner. We encourage people with advanced ITIL qualifications to familiarize themselves with the scope and approach of ITIL Practitioner, and consider the qualification for additional hands-on guidance.

2.8 HOW DOES THIS AFFECT PEOPLE THAT ARE ALREADY ON THE ITIL EXPERT PATH?

By being additive to the existing qualification scheme, ITIL Practitioner is another qualification within the scheme providing credits for people on a path to ITIL Expert.

2.9 IS THERE A FAST TRACK FOR PEOPLE THAT HAVE ALREADY INVESTED IN THE ITIL TRAINING ROADMAP?

ITIL Practitioner, built on the existing ITIL guidance, includes additional guidance and focuses on practical application of the acquired knowledge. There is no comparable qualification in the current ITIL qualification scheme to fast track from.

2.10 WHAT DOES THIS MEAN TO THE EXISTING LIFECYCLE/CAPABILITY COURSES?

As mentioned above, ITIL Practitioner is additive to the existing ITIL qualification scheme. All current qualifications in the scheme will remain as they are.