

Updated on 06/01/2026

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ITIL Experience Certification Training

3 days (21 hours)

Overview

The ITIL Experience training helps you structure and improve IT service management with directly applicable practices. You'll leave with methods to better prioritize, streamline communication, and drive value, using real-world scenarios (incidents, requests, changes).

The goal is to understand how ITIL supports service quality, reduces disruptions, and aligns with business needs. You'll clarify roles, workflows, and metrics useful for making operational decisions.

The approach is resolutely practical: process mapping workshops, role-playing exercises (support, operations, business), and ticket template demos. Deliverables: a mini-service catalog, a RACI matrix, workflows (Incident/Request/Change), and a list of actionable KPIs.

Objectives

- Identify key ITIL concepts and their real-world application.
- Map a service and its dependencies.
- Build Incident, Request, and Change workflows.
- Define roles, responsibilities, and escalation rules.
- Select KPIs and implement continuous improvement.

Target Audience

- Support and operations technicians
- Production Managers / Service Delivery Managers
- IT project managers and application managers
- IT managers and quality leads

Prerequisites

- Knowledge of how an IT system operates and of support processes
- Basic understanding of incident and request management
- Basic understanding of SLAs and priorities
- Experience with a ticketing tool

Technical prerequisites

- Modern web browser (Chrome/Firefox/Edge)
- Office suite for templates (spreadsheet/word processor)

ITIL Experience Training Program

[Day 1 - Morning]

Understanding ITIL 4 and the fundamentals of service management

- Positioning ITIL: objectives, scope, vocabulary (service, value, stakeholders)
- Exploring the Service Value System and the value chain (plan, improve, engage, design & transition, obtain/build, deliver & support)
- Connecting ITIL to real-world challenges: service quality, costs, risks, user satisfaction
- Identifying key roles and interfaces (IT, business units, suppliers)
- Hands-on workshop: Mapping a service (customer, value, dependencies, pain points).

[Day 1 - Afternoon]

Implementing effective incident and request management

- Distinguish between Incidents, Requests, Problems, and Changes: impacts on handling
- Define an operational workflow: categorization, prioritization, escalation, communication
- Implementing pragmatic SLAs/OLAs and priority rules (impact x urgency)
- Structure a knowledge base and ticket templates (quality, completeness, traceability)
- Hands-on workshop: Design an Incident/Request workflow with priority rules and ticket templates.

[Day 2 - Morning]

Problem management and data-driven continuous improvement

- Implement Problem Management: detection, analysis, workarounds, known errors
- Using analysis techniques: 5 Whys, Ishikawa, timeline, impact analysis

- Developing useful metrics: MTTR, recurrence, reopening rate, backlog, diagnostic quality
- Organizing reviews: post-mortem, root cause analysis (RCA), corrective/preventive actions, and follow-up
- Hands-on workshop: Conduct a root cause analysis (RCA) on a major incident and develop an action plan.

[Day 2 - Afternoon]

Change Enablement: Secure deployments without slowing down

- Classifying changes: standard, normal, urgent, and eligibility criteria
- Defining a streamlined process: risk assessment, approvals, timeline, communication
- Preparing a change: test plan, deployment plan, rollback plan, success criteria
- Establishing an effective CAB: agenda, decisions, traceability, and improvement
- Hands-on workshop: Assess the risk of 3 changes and define the approval process.

[Day 3 - Morning]

Service Level Management and Service Quality Management

- Building a service catalog: services, options, commitments, exclusions
- Defining measurable SLAs: availability, response time, turnaround time, support
- Implementing reporting: dashboards, trends, alerts, service reviews
- Managing expectations: communication, prioritization, trade-offs, and improvement plans
- Hands-on workshop: Drafting an operational SLA and its monitoring dashboard.

[Day 3 - Afternoon]

Standardize with ITIL practices: RACI, tools, and 30-60-90-day action plan

- Define governance: RACI, rituals (daily ops, weekly review, CAB, CSI), decision-making rules
- Configuring an ITSM tool: required fields, categories, queues, automations, notifications
- Standardize deliverables: templates (tickets, root cause analysis, change requests, reports), quality checklists
- Prioritizing improvements: quick wins, risks, dependencies, value measurement
- Hands-on workshop: Build a 30-60-90 day roadmap with KPIs and responsible parties.

Target Audience

This training is intended for both individuals and companies, large or small, seeking to train their teams in new advanced IT technologies or to acquire specific business knowledge or modern methodologies.

Placement at the Start of Training

The assessment upon enrollment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency with various types of technology, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Practical Course: 60% Practical, 40% Theory. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the trainer, supported by examples and reflection sessions, and group work.

Assessment

At the end of the session, a multiple-choice questionnaire is used to verify that the skills have been properly acquired.

Certification

A certificate will be issued to each trainee who has completed the entire training program.