

# ITIL® PRACTITIONER

## KEY PRINCIPLES AND MODELS



### 9 GUIDING PRINCIPLES

FOCUS ON  
VALUE



DESIGN FOR  
EXPERIENCE



START WHERE  
YOU ARE



WORK  
HOLISTICALLY



PROGRESS  
ITERATIVELY



OBSERVE  
DIRECTLY



✓ KEEP IT  
SIMPLE

COLLABORATE



BE  
TRANSPARENT

### 6 STEP CSI APPROACH



WHAT IS THE  
VALUE?



WHERE ARE WE  
NOW?



WHERE DO WE  
WANT TO BE?



HOW DO WE  
GET THERE?



✓ DID WE GET  
THERE?



HOW DO WE KEEP THE  
MOMENTUM  
GOING?

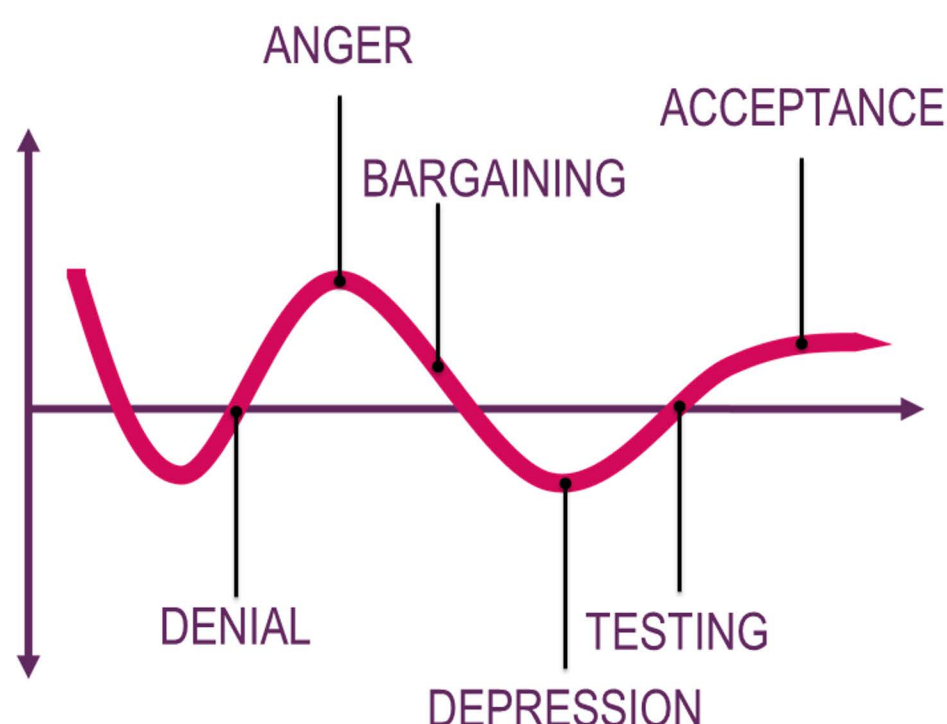


## 3 CRITICAL COMPETENCIES



### DRIVING ORGANIZATIONAL CHANGE

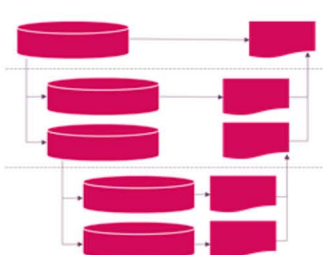
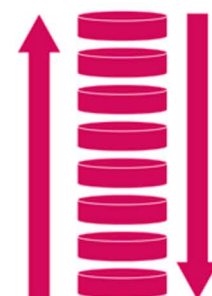
#### THE CHANGE CURVE



### MEASURING & DEMONSTRATING SUCCESS & VALUE

#### BALANCED SCORECARD

#### VISION TO MEASUREMENT TRAIL



#### ORGANIZATIONAL CASCADE

### IMPROVING COMMUNICATION



#### COMMUNICATION BY EXAMPLE



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