

ITIL®4 Specialist: Sustainability in Digital & IT (ITIL4 SDI)

Duration: 3 Days

COURSE DESCRIPTION

The ITIL 4 Specialist: Sustainability in Digital & IT module is for anyone looking to understand the role that IT and digitally enabled services have in relation to the environment, whilst exploring opportunities to positively impact it.

Based on the ITIL 4 framework, the module highlights key sustainability competencies and capabilities that service organizations should develop within their teams to effectively address current and future sustainability challenges; including providing a framework to support organizations during procurement and supply chain activities, which can help interactions across the supply chain to practice sustainable IT.

COURSE OBJECTIVE

On completion of this course, the following learning outcomes will be achieved:

- Understand how to use the ITIL guiding principles to deliver value by creating sustainable digitally enabled products and services.
- Effectively address VUCA challenges through sustainable strategies, procurement, products and practices.
- Obtain a practical grounding in the key principles of sustainability.
- Conduct a full cost benefit analysis identifying potential risks and opportunities using best practice guidance.

COURSE OUTLINE

- Key concepts of sustainability
- Value, benefits, costs and risks of sustainability
- How digital and IT support sustainability
- Planning sustainability
- Assessing, maintaining and improving sustainability

WHO SHOULD ATTEND

This course is aimed at anyone looking to understand the role that IT and digital enabled services have in relation to the environment, whilst exploring opportunities to positively impact it.

Individuals continuing their journey in service management, ITSM managers and aspiring ITSM managers, ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.

PRE-REQUISITES

There are no pre-requisites for studying the Sustainability in Digital & IT module as the relevant key concepts from the ITIL 4 framework will be covered as part of the module, making it accessible to anyone interested in gaining critical skills in this area.

EXAMINATION

- 35 questions
- Multiple Choice
- 60 minutes duration
- Closed book
- Four practical assignments