

# ITIL® 4 Specialist: Collaborate, Assure and Improve (ITIL4 CAI)

Duration: 3 Days



## COURSE DESCRIPTION

The ITIL4 Collaborate, Assure and Improve course is designed to equip IT professionals with the knowledge and skills required to effectively collaborate across the value streams, provide assurance and directed improvement to IT services in alignment with the ITIL4 framework. This course builds upon the foundational concepts of ITIL4 and aims to establish good cross-practice collaboration and effective service value streams in support of business objectives.

Participants will explore the key principles and practices of ITIL4 in the context of collaborating, assuring and improving IT services. Participants will gain deeper insights into relationship management, supplier management, service level management, information security management and continual improvement. with best practice guidance (centered around the four dimensions of service management) at both strategic, tactical and operational levels to maximize value from the ITIL4 practices.

By the end of this course, participants will possess a comprehensive understanding of ITIL4 principles and practices related to collaborating, assuring and improving IT services. The course also includes guidance to measure practice capability levels and understand factors that correlate with practice success.

## COURSE OBJECTIVE

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

- Define the key concepts, principles, value and challenges of ITIL 4's five Collaborate, Assure and Improve management practices
- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- Integrate the practices in the organization's value streams
- Understand the interfaces and synergies across these five practices
- Apply metrics and practice success factors to improve performance
- Measure, assess and develop the capability of the various practices covered by using the ITIL Maturity Model

## COURSE OUTLINE

### Module 1: Relationship Management Practice

- The key concepts of the practice.
- The processes of the practice.
- The roles and competences of the practice.
- How information and technology support and enable the practice.
- The role of partners and suppliers in the practice.
- How the ITIL® capability model can be used to develop the practice.

- The recommendations for the practice success

#### **Module 2: Supplier Management Practice**

- The key concepts of the practice.
- The processes of the practice.
- The roles and competences of the practice.
- How information and technology support and enable the practice.
- The role of partners and suppliers in the practice.
- How the ITIL capability model can be used to develop the practice.
- The recommendations for the practice success

#### **Module 3: Service Level Management Practice**

- The key concepts of the practice.
- The processes of the practice.
- The roles and competences of the practice.
- How information and technology support and enable the practice.
- The role of partners and suppliers in the practice.
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

#### **Module 4: Information Security Management Practice**

- The key concepts of the practice.
- The processes of the practice.
- The roles and competences of the practice.
- How information and technology support and enable the practice.
- The role of partners and suppliers in the practice.
- How the ITIL® capability model can be used to develop the practice.
- The recommendations for practice success.

#### **Module 5: Continual Improvement Practice**

- The key concepts of the practice.
- The processes of the practice.
- The roles and competences of the practice.
- How information and technology support and enable the practice.
- The role of partners and suppliers in the practice.
- How the ITIL® capability model can be used to develop the practice.
- The recommendations for the practice success.

#### **Module 6: Collaborate, Assure and Improve**

- Understand the processes and value streams of the Collaborate, Assure and Improve practices.
- How information and technology support and enable the practices.
- Recommendations for the Collaborate, Assure and Improve practices success.

## WHO SHOULD ATTEND

The target audience for this course and qualification are:

- ITSM managers, aspiring managers and practitioners developing their ITSM knowledge based on ITIL4
- ITSM practitioners that seek to validate their skills and knowledge in establishing effective cross-practice collaboration and value streams
- Individuals who are pursuing the ITIL Master designation

## PREREQUISITES

Candidates must already have achieved ITIL4 Foundation certification to qualify to sit the examination

## EXAMINATION FORMAT

- 60 Multiple Choice Questions
- 1 mark per correct answer
- 39 marks required to pass (out of 60 available) – 65%
- 90 minutes duration
- Closed-book