

ITIL 4 Specialist: Collaborate Assure and Improve (CAI)

Enhance IT Service Management through Strategic Collaboration

Why should you attend?

In the dynamic environment of IT service management, mastering collaboration, quality assurance, and improvement is essential. The ITIL 4 Specialist: Collaborate, Assure and Improve module provides professionals with the expertise to thrive in these critical competencies. Adopting these practices enhances operational efficiency and productivity, ensures organizational coherence, ensures effective risk management, and elevates the quality of services.

The ITIL® 4 Collaborate, Assure, and Improve Specialist module is structured and aligned around the ITIL® framework.

This 3-day session will expose participants to the concepts of ITIL® 4 Relationship Management Practice, ITIL® 4 Supplier Management Practice, ITIL® 4 Service Level Management Practice, ITIL® 4 Continual Improvement Practice, ITIL® 4 Information Security Management Practice.

Who should attend?

This training course is intended for:

- ✓ ITSM managers and practitioners responsible for the delivery of IT-enabled products and services.
- ✓ 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 Certification.

Course Content

Duration: 3 Days

- ✓ Introduction to the CAI practices
- ✓ Introduction to Relationship Management (RSM)
- ✓ Introduction to Service Management (SM)
- ✓ Introduction to Service Level Management
- ✓ Introduction to Continual Improvement
- ✓ Introduction to Information Security Management

Learning Objectives

Upon successfully completing the training course, participants will be able to:

- ✓ Grasp the key concepts of the CIA practices.
- ✓ Understand the practice success factors (PSF) and key metrics of the practices.
- ✓ Know how to integrate the practices in the organisation's value stream.
- ✓ Explore how Information and Technology can support and enable the Collaborate, Assure, and Improve practices to deliver improvements.
- ✓ the role of partners and suppliers in the Collaborate, Assure, and Improve practices.
- ✓ Explore how the ITIL® capability model can be used to develop the CAI practices.
- ✓ Prepare for ITIL 4 Specialist; Collaborate, Assure, and Improve Exam.

Prerequisites

An ITIL 4 Foundation certification is a pre-requisite for studying ITIL 4 Specialist: Collaborate, Assure, and Improve.

General Information

- ✓ Each participant will receive a course binder containing copies of presentation slides, case studies, exercises, and suggested solutions.
- ✓ Participants are required to write ITIL 4 Foundation Exam at the end of the course. The exam consists of 40 multiple choice questions, with a passing score of 26, equating to 65%.