

## ITIL® 4 Specialist: Collaborate, Assure and Improve - Including Exam

**Duration: 3 Days**    **Course Code: ITIL4P-CAI**    **Delivery Method: Virtual Learning**

### Overview:

This 3-day ITIL® 4 Specialist: Collaborate, Assure and Improve training course compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL 4's five management practices, namely, the ITIL 4 Relationship Management Practice, ITIL 4 Supplier Management Practice, ITIL 4 Service Level Management Practice, ITIL 4 Continual Improvement Practice, and the ITIL 4 Information Security Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices.

The ITIL 4 Collaborate, Assure, and Improve Specialist module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the 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 publications.

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### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

Candidates taking the ITIL 4 Specialist: Collaborate, Assure and Improve qualification.

### Objectives:

- Understand the key concepts of the CAI practices.
- Understand the processes of the CAI practices.
- Understand the roles and competences of the CAI practices.
- Understand how information and technology support and enable the CAI practices.
- Understand the role of partners and suppliers in the CAI practices.
- Understand how the ITIL capability model can be used to develop the CAI practices.
- Understand how the ITIL guiding principles support the CAI practices.

### Prerequisites:

The candidate must have passed the ITIL 4 Foundation examination.

- ILFN4 - ITIL® 4 Foundation + exam

### Testing and Certification

The ITIL 4 Specialist: Collaborate, Assure and Improve examination will comprise of:

**Duration:** 90 Minutes

**Closed Book:** Yes

**Format:** 60 Questions With 1 Mark Each. No Negative Marking.

**Question Type:** Standard Classic, Negative, & List

**Bloom's Level's:** 2 & 3

**Pass Mark:** 65% Or 39/60

**Certification validity :** Three (3) years

You will be awarded the ITIL 4 Practice Manager designation once you have successfully achieved the CDS (Create, Deliver and Support) plus the CAI (Collaborate, Assure and Improve) certifications.

## Content:

Our ITIL® 4 Specialist: Collaborate, Assure and Improve (CAI) training course will cover the following topics:

### 1. Introduction to the CAI practices

### 2. Relationship Management (RSM)

- Introduction to Relationship Management (RSM)
- Value Streams and Processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

### 3. Supplier Management (SM)

- Introduction to supplier management
- Value streams and processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

### 4. Service level management

- Introduction to service level management
- Value streams and processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

### 5. Continual improvement

- Introduction to continual improvement
- Value streams and processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

### 6. Information security management

- Introduction to Information security management
- Value streams and processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

## Further Information:

For More information, or to book your course, please call us on 0800/84.009

[info@globalknowledge.be](mailto:info@globalknowledge.be)

[www.globalknowledge.com/en-be/](http://www.globalknowledge.com/en-be/)