

## ITIL® 4 Practitioner: Service Configuration Management - Including Exam

Varighed: 1 Day    Kursus Kode: ITIL4P-PIC-SCM

### Beskrivelse:

This 1-day ITIL® 4 Practitioner: Service Configuration Management Practice module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Service Configuration Management Practice. It is intended to provide candidates with best practice guidance on how to ensure that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where it is needed.

The ITIL 4 Service Configuration Management Practice 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 Service Configuration Management Practice publication.

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### Målgruppe:

This practice module is for IT professionals who want to prove and validate their skills in this specific practice area.

### Agenda:

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

### Forudsætninger:

- The candidate must have passed the ITIL 4 Foundation examination.
- ILFN4 - ITIL® 4 Foundation - Including Exam

### Test og certificering

The ITIL® 4 Practitioner: Service Configuration Management examination will comprise of:

**Duration:** 30 Minutes

**Closed Book:** Yes

**Format:** 20 Questions With 1 Mark Each. No Negative Marking.

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

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

**Pass Mark:** 65% Or 13/20

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

## Indhold:

Our ITIL® 4 Practitioner: Service Configuration Management training course will cover the following topics:

Understand the key concepts of the practice

1.1 Explain the purpose of the practice

1.2 Describe the Practice success factors ; key metrics of the practice

1.3 Explain the key terms/concepts:

a) configuration item

b) service configuration model

c) CI lifecycle model

d) configuration management system

e) configuration management database

f) baseline configuration

g) configuration verification

h) configuration inventory

i) configuration audit

Understand the processes of the practice

2.1 Describe inputs and outputs of the processes

2.2 Describe the key activities of the processes

2.3 Know how to integrate the practice in the organization's value streams

Understand the roles and competences of the practice

3.1 Describe the responsibilities of the key roles of the practice:

a) configuration manager

b) configuration librarian

c) resource owner/custodian

3.2 Know how to position the practice in the organizational structure

Understand how information and technology support and enable the practice

4.1 Apply the recommendations on automation

4.2 Explain the tools application

Understand the role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties

5.2 Explain how partners and suppliers can support the practice

Understand how the ITIL capability model can be used to develop the practice

Understand how ITIL guiding principles help to develop the practice

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## Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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