

ITIL[®] 4 Specialist: Sustainability in Digital & IT- Including Exam

Duration: 3 Days **Course Code: ITIL4SDIT** **Delivery Method: Virtual Learning**

Overview:

This 3-day ITIL[®] 4 Specialist: Sustainability in Digital & IT module explores how service organisations may address sustainability challenges in relation to their digital and IT strategies, tactics, and operations, focusing on ITIL's Service Value Chain and ITIL practices. The module highlights key sustainability competencies and capabilities that service organisations should develop and provides guidance on how to build capacity within their teams to effectively manage sustainability challenges.

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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:

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

Prerequisites:

- ILFN4 - ITIL[®] 4 Foundation - Including Exam

Testing and Certification

- closed book multiple choice question examination.
- In addition, the "ITIL 4 Specialist: Sustainability in Digital & IT" module will also include case study assignments, as part of the assessment process.

Content:

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| <ul style="list-style-type: none"> ■ Structured based on ITIL Continual Improvement model ■ Provides practical guidance to support organisations to effectively address current and future sustainability changes | <ul style="list-style-type: none"> ■ Provides practical recommendations and tools for sustainable development in the IT and digital world. ■ Demonstrates the use of the ITIL framework as an enabler for the achievement of sustainable goals as part of the overall business objectives. |
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Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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