

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

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

Overview:

The ITIL 4 Specialist: Sustainability in Digital & IT module is for anyone looking to understand the role that IT and digitally enabled services have in relation to the environment, whilst exploring opportunities to positively impact it.

Based on the ITIL 4 framework, the module highlights key sustainability competencies and capabilities that service organisations should develop within their teams to effectively address current and future sustainability challenges; including providing a framework to support organisations during procurement and supply chain activities, which can help interactions across the supply chain to practice sustainable IT.

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:

This course is aimed at anyone looking to understand the role that IT and digital enabled services have in relation to the environment, whilst exploring opportunities to positively impact it.

This is for 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.

Objectives:

- **After you complete this course you will be able to:**
- Understand how to use the ITIL guiding principles to deliver value by creating sustainable digitally enabled products and services.
- Effectively address VUCA challenges through sustainable strategies, procurement, products and practices.
- Obtain a practical grounding in the key principles of sustainability.
- Conduct a full cost benefit analysis identifying potential risks and opportunities using best practice guidance.

Prerequisites:

Attendees should meet the following prerequisites:

- N/A
There are no mandatory pre-requisites for this course, however, we recommend that you attend the ITIL 4 Foundation course (ILFN4) or have equivalent knowledge.
- ILFN4 - ITIL4 Foundation

Testing and Certification

Recommended preparation for exam(s):

- ITIL[®] 4 Specialist: Sustainability in Digital & IT exam
This class comes with an online proctored exam voucher. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

Details about exam:

- Closed book. Multiple choice questions.
- In addition, the "ITIL 4 Specialist: Sustainability in Digital & IT" module will also include case study assignments, as part of the assessment process.
- ITIL 4 Specialist: Sustainability in Digital & IT exam voucher incorporates the corresponding Digital Core Guidance (eBook). The Core Guidance eBook acts as a valuable source for candidates in their day-to-day work, long after their exam has finished. It becomes available in the candidate's PeopleCert account, upon exam

purchase.

Content:

- This course is structured on the ITIL continual improvement model.
- Provides practical guidance to support organisations to effectively address current and future sustainability changes.
- 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.

Additional Information:

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Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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