

## ITIL® 4 Specialist: Sustainability in Digital & IT + examen

Cursusduur: 3 Dagen    Cursuscode: ITIL4SDIT

### Beschrijving:

Deze 3-daagse ITIL® 4 Specialist: Sustainability in Digital & IT training verkent hoe serviceorganisaties duurzaamheidsuitdagingen kunnen aanpakken in relatie tot hun digitale en IT-strategieën, -tactieken en -activiteiten, met de nadruk op ITIL's Service Value Chain en ITIL-practices.

De module belicht de belangrijkste competenties en capaciteiten op het gebied van duurzaamheid welke serviceorganisaties moeten ontwikkelen en biedt richtlijnen voor het opbouwen van capaciteit binnen hun teams om uitdagingen op het gebied van duurzaamheid effectief aan te pakken.

>

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.

*ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved*

### Doelgroep:

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.

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.

### Doelstelling:

- 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.

### Vereiste kennis en vaardigheden:

- 
- ILFN4 - ITIL® 4 Foundation + examen

### Examens en certificering

A set of practical assessments are required prior to taking the ITIL 4 Specialist: Sustainability in Digital & IT exam. These assessments will be completed during this class.

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:

- 35 questions
- Multiple Choice
- 60 minutes duration
- Closed book
- Four practical assignments

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.

### Cursusinhoud:

The successful completion of practical assessments are required prior to taking the ITIL 4 Specialist: Sustainability in Digital ; IT exam. These assessments will be completed during the class.

---

### Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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

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

Iepenhoeve 5, 3438 MR Nieuwegein