

ITIL® 4 Specialist: Sustainability in Digital & IT + exam

Duration: 3 Days Course Code: ITIL4SDIT

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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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 + 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:

- Structured based on 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.

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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