

## ITIL® 4 Specialist: Collaborate, Assure and Improve - Including Exam

Duration: 3 Days Course Code: ITIL4P-CAI

### Overview:

This 3-day ITIL® 4 Specialist: Collaborate, Assure and Improve training course compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL® 4's five management practices, namely, the ITIL® 4 Relationship Management Practice, ITIL® 4 Supplier Management Practice, ITIL® 4 Service Level Management Practice, ITIL® 4 Continual Improvement Practice, and the ITIL® 4 Information Security Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices.

The ITIL® 4 Collaborate, Assure, and Improve Specialist 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 Relationship Management Practice, ITIL® 4 Supplier Management Practice, ITIL® 4 Service Level Management Practice, ITIL® 4 Continual Improvement Practice, ITIL® 4 Information Security Management Practice publications.

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### Target Audience:

Candidates taking the ITIL 4 Specialist: Collaborate, Assure and Improve qualification.

### Objectives:

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

### Prerequisites:

The candidate must have passed the ITIL® 4 Foundation examination.

- ILFN4 - ITIL® 4 Foundation - Including Exam

### Testing and Certification

The ITIL® 4 Specialist: Collaborate, Assure and Improve examination will comprise of:

- **Duration:** 90 Minutes
- **Closed Book:** Yes
- **Format:** 60 Questions With 1 Mark Each. No Negative Marking.
- **Question Type:** Standard Classic, Negative, & List
- **Bloom's Level's:** 2 & 3
- **Pass Mark:** 65% Or 39/60
- **Certification validity :** Three (3) years

You will be awarded the ITIL® 4 Practice Manager designation once you have successfully achieved the CDS (Create, Deliver and Support) plus the CAI (Collaborate, Assure and Improve) certifications.

## Content:

Our ITIL® 4 Specialist: Collaborate, Assure and Improve (CAI) training course will cover the following topics:

### 1. Introduction to the CAI practices

### 2. Relationship Management (RSM)

- Introduction to Relationship Management (RSM)
- Value Streams and Processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

### 3. Supplier Management (SM)

- Introduction to supplier management
- Value streams and processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

### 4. Service level management

- Introduction to service level management
- Value streams and processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

### 5. Continual improvement

- Introduction to continual improvement
- Value streams and processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

### 6. Information security management

- Introduction to Information security management
- Value streams and processes
- Organizations and people
- Information and Technology
- Partners and suppliers
- Capability development

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## Additional Information:

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## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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