

ITIL® 4 Practitioner: Change Enablement - Including Exam

Duration: 1 Day Course Code: ITIL4P-PIC-CE

Overview:

This 1-day ITIL® 4 Practitioner: Change Enablement module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Change Enablement Practice. It is intended to provide candidates with best practice guidance on how to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

The ITIL® 4 Change Enablement Practice 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 Change Enablement Practice publication.

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

Target Audience:

This practice module is for IT professionals who want to prove and validate their skills in this specific practice area.

Objectives:

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

Prerequisites:

The candidate must have passed the ITIL® 4 Foundation examination

- ILFN4 - ITIL® 4 Foundation - Including Exam

Testing and Certification

The ITIL® 4 Practitioner: Change Enablement examination will comprise of:

- Duration: 30 Minutes
 - Closed Book: Yes
 - Format: 20 Questions With 1 Mark Each. No Negative Marking.
 - Question Type: Standard Classic, Negative, & List
 - Bloom's Level's: 2 & 3
 - Pass Mark: 65% Or 13/20
- Certification validity : Three (3) years

Content:

Our ITIL® 4 Practitioner: Change Enablement training course will cover the following topics:

The key concepts of the practice.

- Explain the purpose of the practice.
- Describe the PSFs ; key metrics of the practice.
- Explain the key terms/concepts:

- Change
- Change Model
- Standard Change
- Emergency Change
- Change Authority
- Change Manager / Coordinator
- Change Authority
- Know how to position the practice in the organisational structure.

- Change
- Change Model
- Standard Change
- Emergency Change
- Change Authority
- Change Manager / Coordinator
- Change Authority
- Know how to position the practice in the organisational structure.

The processes of the practice.

- Describe inputs and outputs of the processes.
- Describe the key activities of the processes.
- Know how to integrate the practice in the organisation's value streams.

The roles and competences of the practice.

- Describe the responsibilities of the key roles of the practice:

- Change
- Change Model
- Standard Change
- Emergency Change
- Change Authority
- Change Manager / Coordinator
- Change Authority
- Know how to position the practice in the organisational structure.

- Change
- Change Model
- Standard Change
- Emergency Change
- Change Authority
- Change Manager / Coordinator
- Change Authority
- Know how to position the practice in the organisational structure.

How information and technology support and enable the practice.

- Explain the tools application.
- Apply the recommendations on automation.

The role of partners and suppliers in the practice.

- Explain the dependencies of the practice on third parties.
- Explain how partners and suppliers can support the practice.

How the ITIL® capability model can be used to develop the practice.

- Explain how capability criteria support the practice capability development.

The recommendations for the practice success.

Understand the recommendations for change enablement success and how they are supported by the ITIL® guiding principles.

Additional Information:

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

Further Information:

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

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK