

## ITIL® 4 Practitioner: Change Enablement - Including Exam

**Duration: 1 Day**    **Course Code: ITIL4P-PIC-CE**    **Delivery Method: Virtual Learning**

### 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.

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### 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 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.

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

- Change
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- 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.

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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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