

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

Durée: 1 Jour Réf de cours: ITIL4P-PIC-CE

### Résumé:

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.

### Public visé:

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

### Objectifs pédagogiques:

- After this course, the participants will be able to understand:
- The key concepts of the practice.
- The processes of the practice.
- The roles and competences of the practice.
- How information and technology support and enable the practice.
- The role of partners and suppliers in the practice.
- How the ITIL® capability model can be used to develop the practice.
- How the ITIL® guiding principles support the practice.

### Pré-requis:

The candidate must have passed the ITIL® 4 Foundation examination

- ILFN4 - ITIL® 4 Foundation + examen

### Test et 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

## Contenu:

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:

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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.

## Méthodes pédagogiques :

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## Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'emargement par demi-journée de présence est signée par tous les participants et le formateur.
- En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

- Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.