# ITIL® 4 Specialist: Collaborate, Assure and Improve

## Introduction:

The ITIL 4 Specialist: Collaborate, Assure and Improve combined practice module is for IT professionals aiming to establish good cross-practice collaboration and effective service value streams.
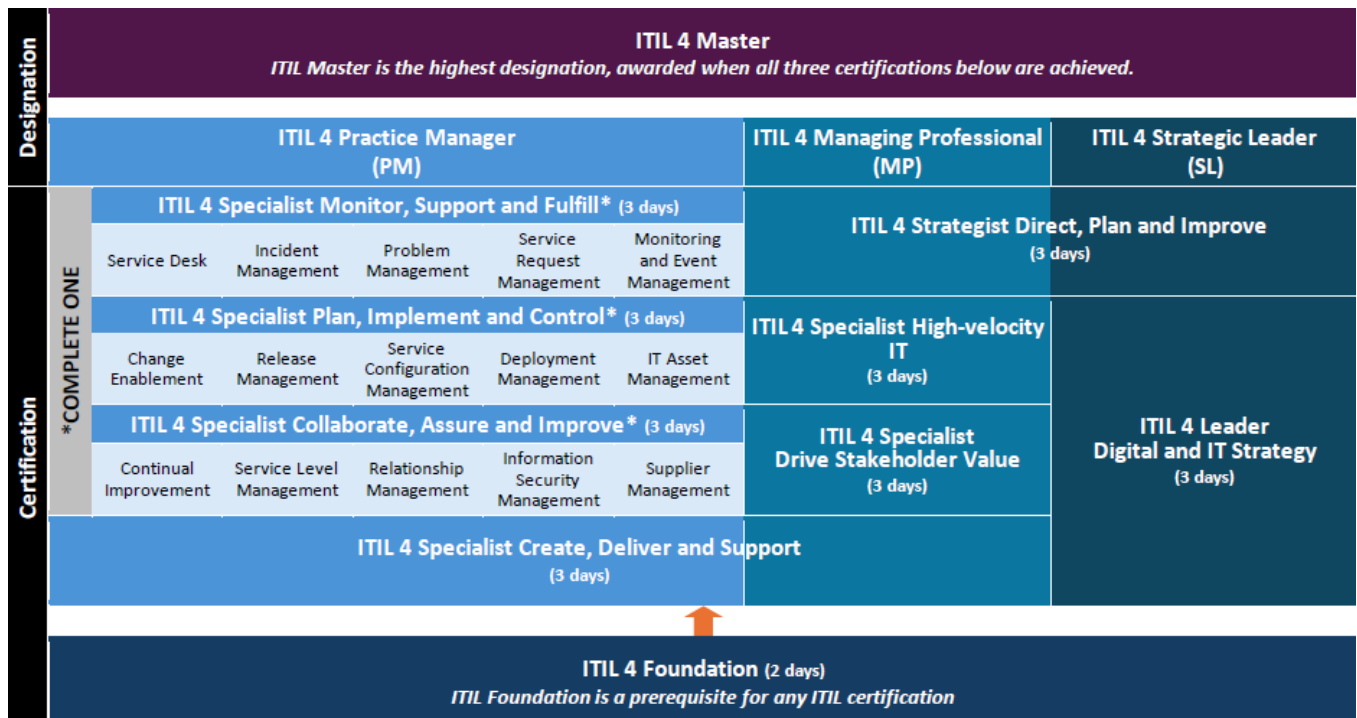
## Course Objectives:

This course will help you to:

- Define the key concepts, principles, value and challenges of ITIL 4's five management practices
- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- Integrate the practices in the organisation's value streams
- Understand the interfaces and synergies across these five practices
- Apply metrics and practice success factors to improve performance
- Measure, assess and develop the capability of the various practices covered by using the ITIL Maturity Model

## Course Approach:

This course is delivered in a classroom setting using a case study and exercises that are designed to guide candidates, whether they are customers or service providers, through the principles and practices of co-creating value through services. Students who have attended this course, and have done some self-study, are suitably prepared to take the associated test.

| Designation | ITIL 4 Master | | | | | | |
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| | *ITIL Master is the highest designation, awarded when all three certifications below are achieved.* | | | | | | |
| | **ITIL 4 Practice Manager (PM)** | | | | **ITIL 4 Managing Professional (MP)** | | **ITIL 4 Strategic Leader (SL)** |
| Certification *COMPLETE ONE | **ITIL 4 Specialist Monitor, Support and Fulfill\*** (3 days) | | | | **ITIL 4 Strategist Direct, Plan and Improve** (3 days) | | |
| | Service Desk | Incident Management | Problem Management | Service Request Management | Monitoring and Event Management | | |
| | **ITIL 4 Specialist Plan, Implement and Control\*** (3 days) | | | | **ITIL 4 Specialist High-velocity IT** (3 days) | | **ITIL 4 Leader Digital and IT Strategy** (3 days) |
| | Change Enablement | Release Management | Service Configuration Management | Deployment Management | IT Asset Management | | |
| | **ITIL 4 Specialist Collaborate, Assure and Improve\*** (3 days) | | | | **ITIL 4 Specialist Drive Stakeholder Value** (3 days) | | |
| | Continual Improvement | Service Level Management | Relationship Management | Information Security Management | Supplier Management | | |
| | **ITIL 4 Specialist Create, Deliver and Support** (3 days) | | | | | | |
| | **ITIL 4 Foundation** (2 days) | | | | | | |
| | *ITIL Foundation is a prerequisite for any ITIL certification* | | | | | | |

**Certificate:**

ITIL® 4 Collaborate, Assure and Improve

Please note: an ITIL 4 Foundation certification is a pre-requisite for studying ITIL 4 Specialist: Collaborate, Assure and Improve

**Course Student Material:**

Participants will receive a classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

**Duration**

3 days

**Languages:**

Cantonese

**About the Examination:**

- 60 questions
- Multiple choice
- 39 out of 60 marks required to pass (65%)
- 90 minutes
- Closed book

**Learning Area:**

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**

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