ITIL® 4 Specialist: Collaborate, Assure and Improve

Kód kurzu: H37WQS

This module covers the key concepts, principles, values, and challenges of the five management practices of ITIL 4: the Continual Improvement Practice, Service Level Management Practice, Relationship Management Practice, Information Security Management Practice, and Supplier Management Practice. This course provides best practice guidance at both strategic and operational levels to maximize value from these practices. You gain the knowledge, skills, and certification in the specific practice areas and ready to immediately apply these skills in the workplace. With the skills learned in this course, students learn how to improve performance by applying metrics and practice success factors, and how to measure, assess, and develop practice capability by using the ITIL Maturity Model. The practice-based teachings provided in this module combine training with practical assignments built into the course, to help you apply what you've learned to real-life work scenarios. The practices are also enriched with additional guidance on the capability model based on the ITIL 4 Maturity Model.

Pro koho je kurz určen

This course is ideal for Service Management practitioners, IT professionals, and those working toward ITIL Master certification. The combined practice course is aimed at validating the skills and knowledge of professionals seeking to establish good cross-practice collaboration and effective service value streams.

Co Vás naučíme

After completing this course, you should be able to:

- Define key concepts, principles, values, and challenges of the five management practices of ITIL 4
- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- Integrate the five practices into an organization's value streams
- Understand interfaces and synergies across the five practices
- Apply metrics and practice success factors to improve performance
- Measure, assess, and develop the capability of the various practices by using the ITIL Maturity Model
- This course prepares you for the ITIL® 4 Specialist: Collaborate, Assure and Improve exam

Požadované vstupní znalosti

- Prior to attending this course, participants should hold the ITIL® Foundation Certificate in IT Service Management
- To achieve the ITIL 4 Practice Manager certification, students need to complete this course and exam, plus HU0C2S: ITIL Specialist: Create, Deliver and Support course and exam
- This course and certification satisfy a prerequisite for one of the components of the ITIL Master certification

Osnova kurzu

Module 1: Continual Improvement

- The purpose of this practice is to align the organization's services with changing business needs through the ongoing improvement of products, services, practices, or any element involved in the management of products and services.

Module 2: Service Level Management

- This module provides best practice guidance on how to set clear, business-based targets for service utility, warranty, and experience, and to ensure that service delivery and use is properly assessed, monitored, and managed against these targets.

Module 3: Relationship Management

- This module provides best practice guidance on how to establish and nurture the links between an organization and its stakeholders at strategic and tactical levels. It includes the identification, analysis, monitoring, and continual improvement of relationships with and between stakeholders.

Module 4: Information Security Management

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- This module provides best practice guidance on how to protect the information needed by an organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information, as well as other aspects of information security such as authentication and nonrepudiation. The practice underpins the strategy and operations of all modern organizations, regardless of how many IT systems they use for conducting their business.

Module 5: Supplier Management

- This module focuses on how to ensure that an organization's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services. This includes creating an optimized sourcing strategy, as well as closer and more collaborative relationships with key suppliers in order to uncover and realize new value and reduce the risk of failure.

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