Training: ITIL®

ITIL® 4 Specialist: Collaborate, Assure, and Improve (CAI)

TRAINING GOALS:

Advance your career in IT service management with the ITIL® Official course, crafted by the creators of ITIL®: **course and exam voucher, all in one bundle!**

A combined module that covers the key concepts of 5 ITIL Practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement and Information Security Management.

This module compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL 4's five management practices, namely, the ITIL 4 Relationship Management Practice, ITIL 4 Supplier Management Practice, ITIL 4 Service Level Management Practice, ITIL 4 Continual Improvement Practice, and the ITIL 4 Information Security Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices.

The ITIL 4 Collaborate, Assure, and Improve Specialist 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 Relationship Management Practice, ITIL 4 Supplier Management Practice, ITIL 4 Service Level Management Practice, ITIL 4 Continual Improvement Practice, ITIL 4 Information Security Management Practice publications.

The target audience for this qualification is:

- IT Specialist: Operations
- IT Manager: Operations
- IT Service Manager
- Product Manager

CONSPECT:

- Relationship Management (RSM)
  - The key concepts of the practice
  - The processes of the practice

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- 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
- The recommend actions for the practice success

- Supplier Management (SM)
  - 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
  - The recommend actions for the practice success
- Service Level Management (SLM)
  - 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
  - The recommend actions for the practice success
- Continual Improvement (CI)
  - 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
  - The recommend actions for the practice success
- Information Security Management (ISM)
  - 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

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- The recommend actions for the practice success
- Collaborate, Assure and Improve
  - Understand the processes and value streams of the Collaborate, Assure and Improve practices
  - How information and technology support and enable the practices
  - Recommend actions for the Collaborate, Assure and Improve practices success

REQUIREMENTS:

The candidate must have passed the ITIL 4 Foundation examination.

Difficulty level



CERTIFICATE:

Each participant receives a confirmation of completion an accredited training.

Each participant of the ITIL® 4 Specialist: Collaborate, Assure, and Improve (CAI) training receives a voucher for an on-line exam. After passing the exam, the participant also receives the international ITIL® 4 Specialist: Collaborate, Assure, and Improve (CAI) certificate.

Exam information:

- Material allowed: None

This is a ‘closed book’ exam. The ITIL 4 Relationship Management Practice, ITIL 4 Supplier Management Practice, ITIL 4 Service Level Management Practice, ITIL 4 Continual Improvement Practice, ITIL 4 Information Security Management Practice publications should be used for study but are NOT permitted to be used in the exam.

- Exam duration: 90 minutes

Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.

- Number of marks: 60 marks

There are 60 questions, each worth 1 mark. There is no negative marking.

- Pass mark: 39 marks

You need to answer 39 questions correctly (65%) to pass the exam

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- Level of thinking: Bloom's levels 2 & 3

"Bloom's level" describes the type of thinking needed to answer the question. For Bloom's level 2 questions, you need to show understanding of the concepts, methods and principles of the ITIL 4 Collaborate, Assure, and Improve Specialist module. For Bloom's level 3 questions, you need to demonstrate application of these concepts, methods and principles of the ITIL 4 Collaborate, Assure, and Improve Specialist module.

- Question types: Standard, Negative, & List

The questions are all 'multiple choice'.

For the 'standard' questions, you have a question and four answer options.

'Negative' questions are 'standard' questions in which the stem is negatively worded.

For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list.

TRAINER:

Authorized PeopleCert Trainer

ADDITIONAL INFORMATION:

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