Fast Lane

ITIL® 4 Practice Manager: Collaborate, Assure & Improve (CAI) (ITIL4PMCAI)

ID ITIL4PMCAI   **Price** on request   **Duration** 3 days

Who should attend

People from the IT sector, including managers, leaders, consultants and other professionals who are specifically and strategically involved in the further development and improvement of organizations. This is especially true for those IT professionals who want to learn about service optimization opportunities because ITIL is already being used in their organizations.

Prerequisites

Prerequisite for this ITIL Practice Manager training is the successfully completed ITIL 4 Foundation.

Course Objectives

Benefits and purpose of the training - What added value does the training bring me? In the 3-day training course "ITIL 4 Collaborate, Assure & Improve" you will acquire in-depth knowledge of how to develop continuously learning and optimizing practices within the framework of ITIL 4.

By participating in the "ITIL 4 Collaborate, Assure & Improve" training course, you will be able to

- To penetrate key points of the Practices.
- Identify potential for improvement in your own organization and promote both individual processes and their interaction.
- Assess your own operations according to the four dimensions of the ITIL maturity model. Ultimately, all this serves to support your customers more effectively in achieving their goals!

Course Content

The ITIL 4 Collaborate, Assure & Improve course provides you with information about the organization of service delivery based on the

practices of relationship management, service level management, supplier management, information security management and the continuous improvement process. During the course you will be introduced to the relevant sub-processes, responsibilities and methods for application in operations. In addition to numerous practical examples, the course also covers the content required to pass the exam.

You will experience all training content using practical examples and memorable images, conveyed by an energetic trainer. In this ITIL 4 Practice Manager training, you will focus entirely on the practical application possibilities of ITIL.

All ITIL 4 Practice Manager trainings are accredited by the Official Accreditor of ITIL 4. This guarantees that you are taught all the critical content of the combined module "Plan, Implement & Control". You take the final combined online exam for all five practices on a date of your choice. Thus, thanks to this one combined exam, you only need the ITIL certification from the topic module "Create, Deliver & Support" to achieve your status as ITIL 4 Practice Manager.

Book our efficient ITIL combination training "Collaborate, Assure & Improve" now instead of five individual practice trainings - and save a lot of effort, time and money on your way to becoming a Practice Manager!

What are the core topics of the ITIL 4 Practice Manager training?

- Central ideas, principles and procedures of the five practices: Relationship Management, Service Level Management, Supplier Management, Information Security Management and Continual Improvement.
- Ensure that all stakeholders clearly understand the strategic and tactical requirements.
- Integrate practices into an organization's value-added operations.
- Exploring the touch points and common benefits between the MSF practices and other ITIL 4 practices.
- Use metrics and success criteria to drive performance.

- Measure, analyze and develop the competencies of various practices according to the ITIL maturity model.

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Training Centres worldwide

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