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

ID ITIL4PMCAI **Prix** CHF 3 400,– (Hors Taxe) **Durée** 3 jours

Pré-requis

Before completing this module, ensure that you have completed any pre-course reading required.

If you would like to prepare further for this session, more information on the topics being covered can be found in the ITIL® 4 Official Practice Guides.

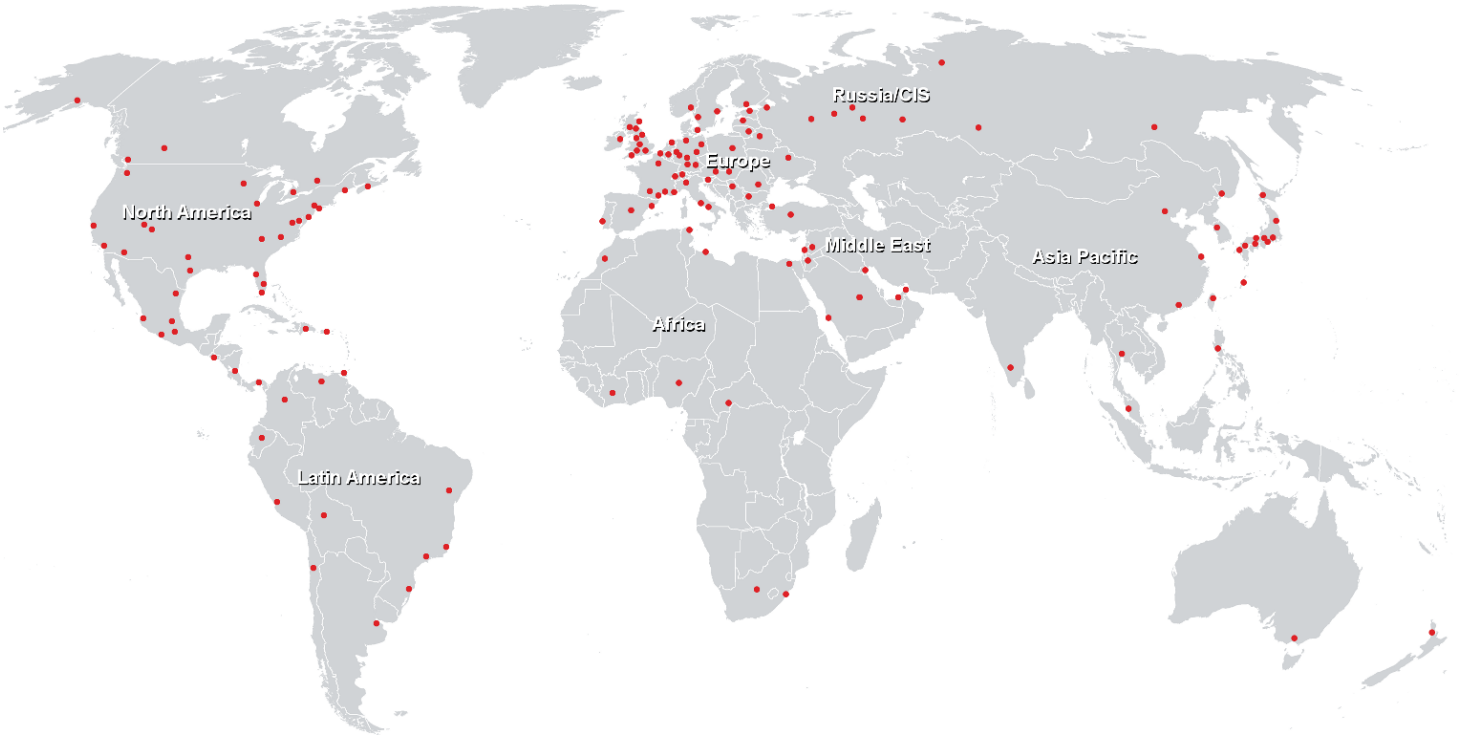
Objectifs

By the end of this course, you will be able to:

- understand the key concepts of the Collaborate, Assure, and Improve (CAI) practices
- understand the processes of the CAI practices
- understand the roles and competences of the CAI practices
- understand how information and technology support and enable the CAI practices
- understand the role of partners and suppliers in the CAI practices
- understand how the ITIL capability model can be used to develop the CAI practices
- understand how the ITIL guiding principles support the CAI practices.

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Centres de formation dans le monde entier





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