



VNOHOW
The Right Learning Destination

MindMachine

ITIL® 4 Specialist: Collaborate, Assure & Improve



CATEGORY

IT Service Management



LEVEL

Advanced



DURATION

3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

IT professionals aiming to strengthen cross-practice collaboration and optimize service value streams within their organisations.

PREREQUISITES

ITIL® 4 Foundation certificate is required.

EXAM INFO

- 90 minutes duration
- 60 multiple-choice questions
- 39/60 required to pass
- Closed book

CERTIFICATE

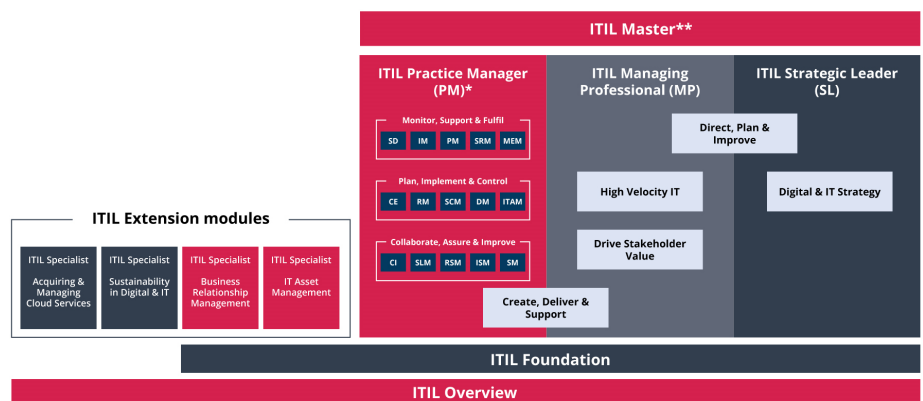
ITIL® 4 Specialist: Collaborate, Assure and Improve

EXAM BODY

AXELOS (PeopleCert)

COURSE DESCRIPTION

The ITIL® 4 Specialist: Collaborate, Assure and Improve is a combined practice module that aims to help IT professionals collaborate effectively, ensure quality, and drive improvement with a combination of five practices.



* To be awarded the Practice manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, either individually or as ONE of the three pre-bundled course. These may include the ITAM and SRM extension module from the Practice manager track.

** ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

The ITIL® 4 Specialist: Collaborate, Assure and Improve course covers the key concepts of five ITIL practices, namely:

- Relationship Management
- Supplier Management
- Service Level Management
- Continual Improvement
- Information Security Management





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RELATED TRAINING

- ITIL® 4 Specialist: Collaborate, Assure and Improve
- ITIL® 4 Specialist: Plan, Implement & Control
- ITIL® 4 Specialist: Monitor, Support & Fulfil
- ITIL® 4 Specialist: Create Deliver & Support
- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- SDI® Service Desk Analyst
- SDI® Service Desk Manager
- ISO/IEC 20000 Foundation
- ISO/IEC 20000 Auditor

EDUCATION SOLUTIONS

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COURSE AND LEARNING OBJECTIVES

At the end of the course, participants will be able to:

- Understand the principles, value, and challenges of ITIL 4's five management practices.
- Ensure stakeholders comprehend the strategic and operational requirements necessary for co-creating value and achieving business goals.
- Learn how to integrate these practices into the organisation's value streams for enhanced efficiency.
- Understand the interfaces and synergies across the five practices, fostering cohesive collaboration.
- Apply metrics and practice success factors to continually improve performance.
- Measure, assess, and enhance the capability of the practices using the ITIL Maturity Model.

And for each practice:

• Relationship Management:

- Establish a common approach to relationships and relationship management across the organisation
- Ensure successful relationships within and outside the organisation
- Promote shared goals, collaboration, open communication, and conflict prevention
- Identify and manage stakeholders and their interests

• Supplier Management:

- Ensure effective use of third-party services by establishing a common approach to sourcing strategy and manage supplier relationships
- Maintain control on active and planned supplier contracts and services
- Define strategies for evaluating and selecting suppliers, ensuring consumed services meet agreed service levels, optimise cost, understand and control risk
- Improve customer satisfaction and loyalty

• Service Level Management:

- Set and manage a shared view of the quality of services between the service provider and the service consumer
- Monitor and evaluate the actual service quality and continual improvement of the services and agreements
- Translate stakeholder expectations and needs into metrics, then organize and manage the resources appropriately
- Manage ongoing delivery and improvement of services through well-documented agreement such as the service level agreement (SLA)

• Continual Improvement:

- Adapt to changing business needs and maintain/increase the value generated by the service value system
- Enhance product and service quality, reliability, and responsiveness
- Improve overall capabilities to deliver and manage services efficiently
- Develop an organisational culture of engagement, empowerment, and innovation



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EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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• Information Security Management:

- Ensure products and services meet the required level of information security
- Protect technology and data assets crucial for the organisation's operations
- Protect the organisation, its employees, and its customers from cybercrime
- Provide a clear picture of information security threats and vulnerabilities

COURSE STUDENT MATERIAL

Participants will receive an ITIL® 4 Specialist: Collaborate, Assure and Improve classroom workbook containing all of the presentation materials, and course notes.

CONCEPTS COVERED

This course featuring five main sections:

• *Collaborate, Assure and Improve*

- Understand the processes and value streams of Collaborate, Assure and Improve practices.
- How information and technology support and enable the practices.
- Recommendations for Collaborate, Assure and Improve practices success.

• *Key Concepts*

- Practice purpose
- Practice success factors and key metrics
- terms and concepts

• *The Processes*

- Inputs and Outputs of the processes
- Key activities of the processes
- Value stream integration

• *Roles and competencies*

- Key roles and responsibilities
- organisational structure positioning

• *Information and technology*

- Tools application
- Recommendations on automation

• *Partners and suppliers*

- Dependencies on third parties and their support

• *ITIL Capability Model*

- Capability criteria and development

• *Recommendations*

- Using the ITIL guiding principles to support the practice



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