PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Practitioner: Change Enablement	**Course Duration**: 1.0 Day
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Practitioner: Change Enablement Certificate	

Course Syllabus

Our ITIL® 4 Practitioner: Change Enablement training course will cover the following topics:

1. The key concepts of the practice.

1.1. Explain the purpose of the practice.

1.2. Describe the PSFs & key metrics of the practice.

1.3. Explain the key terms/concepts:

a) Change

b) Change Model

c) Standard Change

d) Emergency Change

e) Change Authority

2. The processes of the practice.

2.1. Describe inputs and outputs of the processes.

2.2. Describe the key activities of the processes.

2.3. Know how to integrate the practice in the organisation’s value streams.

3. The roles and competences of the practice.

3.1. Describe the responsibilities of the key roles of the practice:

a) Change Manager / Coordinator

b) Change Authority

3.2. Know how to position the practice in the organisational structure.

4. How information and technology support and enable the practice.

4.1. Explain the tools application.

4.2. Apply the recommendations on automation.

5. The role of partners and suppliers in the practice.

5.1. Explain the dependencies of the practice on third parties.

5.2. Explain how partners and suppliers can support the practice.

6. How the ITIL® capability model can be used to develop the practice.

6.1. Explain how capability criteria support the practice capability development.

7. The recommendations for the practice success.

7.1 Understand the recommendations for change enablement success and how they are supported by the ITIL® guiding principles.

Course Overview

Our one-day ITIL® 4 Practitioner: Change Enablement training course will teach you the tools and practices to effectively manage and facilitate changes in an organisation's IT services while minimising risk and maximising value.

The main goal of change enablement is to facilitate and support successful organisational change. Change Enablement involves creating an environment that allows individuals, teams, and the organisation as a whole to embrace and adapt to change effectively.

Course Learning Outcomes

Our ITIL® 4 Practitioner: Change Enablement training course focuses on providing you with the understanding of the key concepts, principles, value and challenges of the Change Enablement Practice. It is intended to provide you with best practice guidance on how to maximise the number of successful service and product changes by ensuring that risks have been properly assessed, authorising changes to proceed, and managing the change schedule.

Audience

Our ITIL® 4 Practitioner: Change Enablement training course is aimed towards the following roles:

- Change Managers
- Change Coordinators
- IT Service Managers
- IT Operations Managers
- IT Project Managers
- Service Desk Staff
- Configuration Managers
- Release Managers
- IT Governance and Compliance Staff
- Service Level Managers

Entry-Level Requirements

The following are the prerequisites for our ITIL® 4 Practitioner: Change Enablement training course:

- ITIL® 4 Foundation Certificate OR ITIL® 4 Managing Professional Transition (MPT) Certificate
- Training Through An Accredited Training Organisation (ATO)

Recommended Reading

There is no recommended reading to be undertaken for our ITIL® 4 Practitioner: Change Enablement training course.

What's Included

Our ITIL® 4 Practitioner: Change Enablement training course includes the following materials:

- Pre-reading
- A Full ITIL® 4 Practitioner: Change Enablement Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Quizzes
- Exercises
- ITIL® 4 Practitioner: Change Enablement Exam Voucher

Exam Information

ITIL® 4 Practitioner: Change Enablement Examination:

The ITIL® 4 Practitioner: Change Enablement examination will comprise of:

- Duration: 30 Minutes
- Closed Book: Yes
- Format: 20 Questions With 1 Mark Each. No Negative Marking.
- Question Type: Standard Classic, Negative, & List
- Bloom's Level's: 2 & 3
- Pass Mark: 65% Or 13/20

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.

- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

To achieve the ITIL® 4 Practice Manager designation, you will need to have completed five individual practices plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module, or you will need to have completed the three-day bundled or combined module plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module.

Additional Information

Our ITIL® 4 Practitioner: Change Enablement training course is structured and aligned around the ITIL® 4 framework. The examination is intended to assess whether you can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 Practitioner: Change Enablement Practice publication.