PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Practitioner: Service Configuration Management	**Course Duration**: 1.0 Day
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Practitioner: Service Configuration Management Certificate	

Course Syllabus

Our ITIL® 4 Practitioner: Service Configuration Management 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) Configuration Item (CI)

b) Service Configuration Model

c) CI Lifecycle Model

d) Configuration Management System

e) Configuration Management Database

f) Baseline Configuration

g) Configuration Verification

h) Configuration Inventory

i) Configuration Audit

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) Configuration Manager

b) Configuration Coordinator

c) Configuration Librarian

d) Resource Owner / Custodian

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 service configuration management success and how they are supported by the ITIL® guiding principles.

Course Overview

Our one-day ITIL® 4 Practitioner: Service Configuration Management training course focuses on providing you with the understanding of the key concepts, principles, value and challenges of the Service Configuration Management Practice.

The goal of Service Configuration Management is to ensure that all aspects of an IT service's configuration are properly identified, controlled, and maintained throughout its lifecycle. Service Configuration Management is a key process within IT Service Management (ITSM) and is focused on managing the Configuration Items (CIs) that make up an IT service.

Course Learning Outcomes

Our ITIL® 4 Practitioner: Service Configuration Management training course is intended to provide you with best practice guidance on how to ensure that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where it is needed.

Audience

Our ITIL® 4 Practitioner: Service Configuration Management training course is aimed towards the following roles:

- Configuration Managers
- IT Service Managers
- IT Operations Managers

- Configuration Management Database (CMDB) Managers
- Service Asset and Configuration Management (SACM) Staff
- IT Governance and Compliance Staff
- IT Project Managers
- IT Service Desk Staff

Entry-Level Requirements

The following are the prerequisites for our ITIL® 4 Practitioner: Service Configuration Management 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: Service Configuration Management training course.

What's Included

Our ITIL® 4 Practitioner: Service Configuration Management training course includes the following materials:

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

Exam Information

ITIL® 4 Practitioner: Service Configuration Management Examination:

The ITIL® 4 Practitioner: Service Configuration Management 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: Service Configuration Management 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 Service Configuration Management Practice publication.