Course Title: ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) Certificate	

Course Syllabus

Our ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) training course will cover the following modules:

Module 1: Relationship Management (RSM)

1.1 The key concepts of the practice

1.1.1 Explain the purpose of the practice.
1.1.2 Describe the PSFs & key metrics of the practice.

1.1.3 Explain the key terms/concepts:

a) types of relationships in organisations (business associate, business friend, personal friend)
b) types of service relationships between organisations (basic, cooperative, partnership)
c) steps of service relationship journey (explore, engage, offer, agree, onboard/offboard, co-create, realise)
d) relationship models.

1.2 The processes of the practice

1.2.1 Describe inputs and outputs of the processes.
1.2.2 Describe the key activities of the processes.
1.2.3 Know how to integrate the practice in the organisation’s value streams.

1.3 The roles and competences of the practice

1.3.1 Describe the responsibilities of the key roles of the practice:

a) relationship manager
b) relationship agent

1.3.2 Know how to position the practice in the organisational structure

1.4 How information and technology support and enable the practice

1.4.1 Explain the tools application
1.4.2 Apply the recommendations on automation

1.5 The role of partners and suppliers in the practice

1.5.1 Explain the dependencies of the practice on third parties
1.5.2 Explain how partners and suppliers can support the practice

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

1.6.1 Explain how capability criteria support the practice capability development

1.7 The recommendations for the practice success

1.7.1 Understand the recommendations for relationship management success and how they are supported by the ITIL® guiding principles

Module 2: Supplier Management(SM)

2.1 The key concepts of the practice

2.1.1 Explain the purpose of the practice
2.1.2 Describe the PSFs & key metrics of the practice
2.1.3 Explain the key terms/concepts:

a) supplier
b) contract
c) RfX
d) RFI
e) RFP
f) RFQ
g) RFB
h) RFD

2.2 The processes of the practice

2.2.1 Describe inputs and outputs of the processes
2.2.2 Describe the key activities of the processes
2.2.3 Know how to integrate the practice in the organisation’s value streams

2.3 The roles and competences of the practice

2.3.1 Describe the responsibilities of the key roles of the practice:??

a) supplier manager
b) supplier coordinator

2.3.2 Know how to position the practice in the organisational

2.4 How information and technology support and enable the practice

2.4.1 Explain the tools application
2.4.2 Apply the recommendations on automation

2.5 The role of partners and suppliers in the practice

2.5.1 Explain the dependencies of the practice on third parties
2.5.2 Explain how partners and suppliers can support the practice

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

2.6.1 Explain how capability criteria support the practice capability development

2.7 The recommendations for the practice success

2.7.1 Understand the recommendations for supplier management success and how they are supported by the ITIL® guiding principles

Module 3: Service Level Management(SLM)

3.1 The key concepts of the practice

3.1.1 Explain the purpose of the practice
3.1.2 Describe the PSFs & key metrics of the practice

3.1.3 Explain the key terms/concepts:

a) service quality
b) service level
c) service level agreement
d) utility, warranty, experience

3.2 The processes of the practice

3.2.1 Describe inputs and outputs of the processes
3.2.2 Describe the key activities of the processes
3.2.3 Know how to integrate the practice in the organisation's value streams

3.3 The roles and competences of the practice

3.3.1 Describe the responsibilities of the key roles of the practice:

a) service owner
b) service level manager

3.4 How information and technology support and enable the practice

3.4.1 Explain the tools application
3.4.2 Apply the recommendations on automation

3.5 The role of partners and suppliers in the practice

3.5.1 Explain the dependencies of the practice on third parties
3.5.2 Explain how partners and suppliers can support the practice

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

3.6.1 Explain how capability criteria support the practice capability development

3.7 The recommendations for the practice success

3.7.1 Understand the recommendations for service level management success and how they are supported by the ITIL® guiding principles

Module 4: Continual Improvement(CI)

4.1 The key concepts of the practice

4.1.1 Explain the purpose of the practice
4.1.2 Describe the PSFs & key metrics of the practice

4.1.3 Explain the key terms/concepts:

a) improvement
b) vision
c) business as usual
d) improvement register

4.2 The processes of the practice

4.2.1 Describe inputs and outputs of the processes
4.2.2 Describe the key activities of the processes
4.2.3 Know how to integrate the practice in the organisation's value streams

4.3 The roles and competences of the practice

4.3.1 Describe the responsibilities of the key roles of the practice:

a) continual improvement coordinator

4.3.2 Know how to position the practice in the organisational structure

4.4 How information and technology support and enable the practice

4.4.1 Explain the tools application
4.4.2 Apply the recommendations on automation

4.5 The role of partners and suppliers in the practice

4.5.1 Explain the dependencies of the practice on third parties
4.5.2 Explain how partners and suppliers can support the practice

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

4.6.1 Explain how capability criteria support the practice capability development

4.7 The recommendations for the practice success

4.7.1 Understand the recommendations for continual improvement success and how they are supported by the ITIL® guiding principles

Module 5: Information Security Management (ISM)

5.1 The key concepts of the practice

5.1.1 Explain the purpose of the practice
5.1.2 Describe the PSFs & key metrics of the practice

5.1.3 Explain the key terms/concepts:

a) information security characteristics (confidentiality, availability, integrity)
b) authentication
c) non-repudiation
d) threat, threat actor
e) vulnerability
f) risk, control, risk treatment, residual risk

5.2 The processes of the practice

5.2.1 Describe inputs and outputs of the processes
5.2.2 Describe the key activities of the processes
5.2.3 Know how to integrate the practice in the organisation's value streams

5.3 The roles and competence s of the practice

5.3.1 Describe the responsibilities of the key roles of the practice:

a) chief information security officer
b) information security manager

5.3.2 Know how to position the practice in the organisational structure

5.4 How information and technology support and enable the practice

5.4.1 Explain the tools application
5.4.2 Apply the recommendations on automation

5.5 The role of partners and suppliers in the practice

5.5.1 Explain the dependencies of the practice on third parties
5.5.2 Explain how partners and suppliers can support the practice

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

5.6.1 Explain how capability criteria support the practice capability development

5.7 The recommendations for the practice success

5.7.1 Understand the recommendations for information security management success and how they are supported by the ITIL® guiding principles

Module 6: Collaborate, Assure and Improve

6.1 Understand the processes and value streams of the Collaborate, Assure and Improve practices

6.1.1 Understand the role of the incident resolution service value stream in the organisation's service value system
6.1.2 Understand the role of the request fulfilment service value stream in the organisation's service value system
6.1.3 Know how the Collaborate, Assure and Improve practices contribute to the incident resolution service value stream
6.1.4 Know how the Collaborate, Assure and Improve practices contribute to the request fulfilment service value stream

6.2 How information and technology support and enable the practices

6.2.1 Understand what information is exchanged between the Collaborate, Assure and Improve practices in the context of the incident resolution and request fulfilment service value streams

6.3 Recommendations for the Collaborate, Assure and Improve practices success

6.3.1 Understand the recommendations for the Collaborate, Assure and Improve practices success and how they are supported by the ITIL® guiding principles

Course Overview

Our three-day ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) training course will teach you the key concepts, principles, value and challenges of ITIL® 4's five management practices:

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

Course Learning Outcomes

Our three-day ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) training course focuses on the enhancement of the knowledge and skills of IT service management professionals in the areas of collaboration, service improvement, and service assurance. Implementation of such practices lead to improved efficiency and productivity, organisational alignment, effective risk management and improved service quality.

Our ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) training course will help you to:

- Define the key concepts, principles, value and challenges of ITIL® 4's five management practices
- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- Integrate the practices in the organisation's value streams
- Understand the interfaces and synergies across these five practices
- Apply metrics and practice success factors to improve performance
- Measure, assess and develop the capability of the various practices covered by using the ITIL® Maturity Model

Audience

Our ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) training course will benefit several individuals, teams and organisations, including but not limited to:

- IT Service Managers
- IT Service Designers
- IT Service Transition Managers
- IT Operations Teams
- IT Architects
- IT Quality Assurance and Compliance Professionals
- Business Analysts
- Project Managers
- IT Consultants
- IT Teams and Organizations
- Individuals looking to align IT services with business objectives, improve customer satisfaction, and achieve operational excellence.

Entry-Level Requirements

The following are the prerequisites for our ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) training course:

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

Recommended Reading

Candidates will find it useful to revise their ITIL®4 Foundation training course level materials again to reinforce their existing level of knowledge of ITIL® 4.

What's Included

Our three-day ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) training course contains the following:

- Pre-reading
- Course Manual
- Quizzes
- Exercises
- ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) Exam Voucher

Exam Information

ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) Examination:

The ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) examination will comprise of:

- Duration: 90 Minutes

- Closed Book: Yes
- Format: 60 Questions With 1 Mark Each. No Negative Marking.
- Question Type: Standard Classic, Negative, & List
- Bloom's Level's: 1 & 2
- Pass Mark: 65% Or 39/60

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 (PM) 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 three-day ITIL® 4 Specialist: Collaborate, Assure & Improve (CAI) training course offers several benefits to to individuals, teams and organisations, including but not limited to the following:

- **Certification and Career Advancement**: Achieving ITIL 4 Specialist: Collaborate, Assure & Improve certification can enhance your career prospects in IT service management.
- **Improved Service Quality**: CAI helps you understand how to assure and improve the quality of IT services.
- **Enhanced Collaboration**: The CAI module focuses on improving collaboration and communication within an organization.
- **Risk Management**: ITIL 4 CAI includes topics related to risk management, helping you identify and mitigate potential risks associated with IT service delivery.
- **Customer-Centric Approach**: CAI emphasizes a customer-centric approach to IT service management.

- **Alignment with Business Goals**: CAI helps you align IT services with the business goals and objectives of your organization, ensuring that IT efforts are contributing to overall business success.
- **Process Optimization**: The module teaches you how to optimize IT service management processes.