PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

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

Course Syllabus

Our ITIL® 4 Practitioner: Service Level Management training course covers the following Modules:

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

Module 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

Module 3: The roles and competences of the practice

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

a) service owner
b) service level manage

3.2 Know how to position the practice in the organisational structure

Module 4: How information and technology support and enable the practice

4.1 Explain the tools application
4.2 Apply the recommendations on automation

Module 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

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

6.1 Explain how capability criteria support the practice capability development

Module 7: The recommendations for the practice success

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

Course Overview

Our one-day ITIL® 4 Practitioner: Service Level Management training course focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Service Level Management Practice. It is intended to provide candidates with best practice guidance on how to set clear, business-based targets for service utility, warranty, and experience; and to ensure that service delivery and use is properly assessed, monitored, and managed against these targets.

Course Learning Outcomes

Our ITIL® 4 Practitioner: Service Level Management training course will teach you to become proficient in the following:

- The key concepts of the practice.
- The processes of the practice.
- The roles and competences of the practice.
- How information and technology support and enable the practice.
- The role of partners and suppliers in the practice.
- How the ITIL® capability model can be used to develop the practice.
- The recommendations for the practice success.

Audience

Our ITIL® 4 Practitioner: Service Level Management training course is suitable for the following roles:

- Service Level Managers
- IT Service Managers
- Service Desk Managers
- IT Operations Managers
- Change Managers
- Service Owners
- IT Project Managers
- IT Professionals Aspiring for Service Management Roles
- Service Improvement Practitioners
- IT Consultants
- Individuals responsible for ensuring that IT services meet the expectations and requirements of the organisation and its customers, and for those who are committed to improving service quality and performance.

Entry-Level Requirements

Our ITIL® 4 Practitioner: Service Level Management training course requires candidates to have passed the ITIL®4 Foundation Exam

Recommended Reading

The is no recommended reading for our ITIL® 4 Practitioner: Service Level Management training course

What's Included

Our one-day ITIL® 4 Practitioner: Service Level Management training course contains the following:

- Pre-reading
- Course Manual
- Quizzes
- Exercises
- ITIL® 4 Practitioner: Service Level Management Exam Voucher

Exam Information

ITIL® 4 Practitioner: Service Level Management Examination:

The ITIL® 4 Practitioner: Service Level 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 Our ITIL® 4 Practitioner: Service Level Management training course offers several benefits to individuals, teams and organisations, including but not limited to:

- **Improved Service Quality:** Service Level Management is about ensuring that IT services meet agreed-upon standards and align with business needs.
- **Enhanced Customer Satisfaction**: By understanding how to design, negotiate, and manage Service Level Agreements (SLAs), practitioners can improve the customer experience.
- **Efficient Resource Allocation**: Service Level Management helps in optimising the allocation of resources to meet service requirements while avoiding overallocation.
- **Alignment with Business Objectives**: ITIL® 4 Practitioner: Service Level Management emphasises aligning IT services with the business's strategic objectives.
- **Risk Reduction**: A well-managed Service Level Management process can help in identifying and mitigating risks.
- **Measurable Performance**: ITIL® 4 Practitioner: Service Level Management provides the tools and techniques to measure, monitor, and report on service performance.
- **Professional Growth**: For individuals, acquiring ITIL® 4 Practitioner: Service Level Management certification can enhance career prospects.