PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

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

Course Syllabus

Our ITIL® 4 Practitioner: Supplier 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) supplier
b) contract
c) RfX
d) RFI
e) RFP
f) RFQ
g) RFB
h) RFD

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) supplier manager
b) supplier coordinator

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 supplier management success and how they are supported by the ITIL® guiding principles

Course Overview

Our one-day ITIL® 4 Practitioner: Supplier Management training course focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Supplier Management Practice. It is intended to provide candidates with best practice guidance on how to ensure that the organisation's suppliers and their performances are managed appropriately to support the seamless provision of quality products and services.

Course Learning Outcomes

Our ITIL® 4 Practitioner: Supplier 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: Supplier Management training course is primarily aimed at IT professionals and individuals involved in supplier management activities within an organisation. This includes

- IT Service Managers.
- Procurement Managers.
- Vendor Managers.
- Contract Managers.
- Individuals responsible for overseeing supplier relationships and contracts.
- The course is designed to provide practical guidance and techniques to improve supplier management practices, enhance collaboration with suppliers, and optimise the value derived from supplier relationships.

Entry-Level Requirements

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

Recommended Reading

The following are the prerequisites for our ITIL® 4 Practitioner: Supplier Management training course:

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

What's Included

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

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

Exam Information

ITIL® 4 Practitioner: Supplier Management Examination:

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

- **Improved Service Quality**: Effective supplier management ensures that IT services are delivered with high quality.
- **Cost Reduction**: Proper supplier management can help in cost optimisation.
- **Risk Mitigation**: Effective supplier management reduces risks associated with supplier relationships.
- **Enhanced Service Continuity**: ITIL® 4 Practitioner: Supplier Management provides insights into creating robust service continuity plans.
- **Efficient Resource Allocation**: By managing supplier relationships effectively, organisations can allocate resources more efficiently.
- **Career Advancement**: Individuals who are certified in ITIL® 4 Practitioner: Supplier Management may find their career prospects enhanced.
- **Alignment with ITIL® Framework**: ITIL® is a widely recognised and adopted framework for IT service management.
- **Competitive Advantage**: Organisations that excel in supplier management can gain a competitive advantage by delivering high-quality, reliable services.