

# ITIL® 4 Specialist: Collaborate, Assure and Improve

**Category:** IT Service Management | **Vendor:** PeopleCert

**Duration:** 24.00 hours (3 days)

**19.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Language:** English

**Delivery Format:** Instructor Led - Online

## Course Overview

This 3-day ITIL® 4 Specialist: Collaborate, Assure and Improve training course compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL®4's five management practices, namely, the ITIL®4 Relationship Management Practice, ITIL®4 Supplier Management Practice, ITIL®4 Service Level Management Practice, ITIL®4 Continual Improvement Practice, and the ITIL®4 Information Security Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices. The ITIL®4 Collaborate, Assure, and Improve Specialist module is structured and aligned around the ITIL® framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL®4 Relationship Management Practice, ITIL®4 Supplier Management Practice, ITIL®4 Service Level Management Practice, ITIL®4 Continual Improvement Practice, ITIL®4 Information Security Management Practice publications. ITIL® is a registered trademark of PeopleCert Limited, used under permission of PeopleCert Limited. All rights reserved. ITIL®, PRINCE2®, PRINCE2 Agile® and the Swirl logo are registered trademarks of the PeopleCert group. Used under licence from PeopleCert. All rights reserved. As an ITIL® Accredited Training Organization of PeopleCert, all students attending this training will be provided with the exam voucher as a part of delivery.

## About This Course

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This 3-day ITIL® 4 Specialist: Collaborate, Assure and Improve training course, includes the exam voucher and compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL®4's five management practices, namely, the ITIL®4 Relationship Management Practice, ITIL®4 Supplier Management Practice, ITIL®4 Service Level Management Practice, ITIL®4 Continual Improvement Practice, and the ITIL®4 Information Security Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices. The ITIL®4 Collaborate, Assure, and Improve Specialist module is structured and aligned around the ITIL® framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL®4 Relationship Management Practice, ITIL®4 Supplier Management Practice, ITIL®4 Service Level Management Practice, ITIL®4 Continual Improvement Practice, ITIL®4 Information Security Management Practice publications. ITIL® is a registered trademark of PeopleCert Limited, used under permission of PeopleCert Limited. All rights reserved.

## Who Should Attend

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Candidates taking the ITIL® 4 Specialist: Collaborate, Assure and Improve qualification.

### Prerequisites & Entry Requirements

#### General Prerequisites:

Candidates must hold the ITIL®4 Foundation Certificate.



## Additional Course Details

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We partner with New Horizons a PeopleCert ATO for our ITIL® 4 Specialist: Collaborate, Assure and Improve training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITS Data Analytics course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for ITIL® 4 Specialist: Collaborate, Assure and Improve?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 3-day ITIL® 4 Specialist: Collaborate, Assure and Improve course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the ITIL® 4 Specialist: Collaborate, Assure and Improve training?**

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for ITIL® 4 Specialist: Collaborate, Assure and Improve?**

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Specialist: Collaborate, Assure and Improve. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for ITIL® 4 Specialist: Collaborate, Assure and Improve?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Specialist: Collaborate, Assure and Improve training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

## Nexus Human

### Professional Training & Development

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