

# ITIL® 4 Specialist: Collaborate, Assure and Improve (CAI)

3 Days (21 Hours) / Exam and PeopleCert Membership+ Included

Participants will gain an **understanding and application** of the concepts covered in the **5 ITIL Management Practices** covered in the **ITIL4 Collaborate, Assure and Improve module (CAI)**: Relationship Management, Supplier Management, Service Level Management, Continual Improvement and Information Security Management.

## This course includes:

- A rich and interactive learning experience
- Quick Reference Guide, Learner Workbook and the Official Practice Guides in digital format
  - Take2 option, or a free exam retake
  - Official online mock exam
- 1-year PeopleCert Membership+ to keep your certifications current
- Lunch and coffee breaks for those attending a classroom course



## ITIL® 4 SPECIALIST: COLLABORATE, ASSURE AND IMPROVE (CAI)

Understand the purpose and key concepts of the Collaborate, Assure and Improve practices and enhance IT Service Management through effective collaboration, assurance, and continual improvement.

### KEY LEARNING OBJECTIVES

- **Relationship Management** - Learn to cultivate and maintain strong relationships with both internal and external stakeholders, ensuring alignment with business goals and enhancing collaborative efforts within the organization.
- **Supplier Management** - Develop skills to manage suppliers effectively, from selection through performance assessment, to ensure that external resources support and enhance service quality and resilience.
- **Service Level Management** - Gain expertise in defining, monitoring, and managing service levels, enabling a transparent approach to meeting organizational objectives and delivering measurable value to customers.
- **Continual Improvement** - Master strategies for implementing a culture of continual improvement, identifying opportunities to enhance processes, services, and outcomes that drive sustained progress and innovation.
- **Information Security Management** - Understand the critical role of safeguarding information within service management, ensuring that data integrity, confidentiality, and availability are upheld across all service practices.

### COURSE CONTENTS & AGENDA

Understand the key concepts of Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management, and explain their significance in fostering collaboration, ensuring service quality, driving continual improvement, and maintaining information security. For each practice you will study:

#### Practice success factors

Introduce the practice success factors (PSF) and key metrics of the practices, essential for evaluating the effectiveness and maturity of Collaborate, Assure, and Improve practices in achieving organisational goals and delivering value to stakeholders.

#### Practice processes

Explore processes including key activities and learn how to integrate the practices into the organisation's value stream to enhance collaboration, assurance, and improvement across service delivery processes.

#### Roles and competencies

Focus on the key roles of the Collaborate, Assure, and Improve practices and understand how to position the practices effectively within the organisation. Develop the necessary competencies for driving collaboration, ensuring assurance, and facilitating improvement initiatives.

#### Information and technology

Explore how Information and technology can support and enable the Collaborate, Assure, and Improve practices to deliver improvements, providing tools, technologies, and best practices for enhancing collaboration, assurance, and continual improvement efforts.

#### Partners and suppliers

Focus on the role of partners and suppliers in the Collaborate, Assure, and Improve practices, understanding how to collaborate effectively to leverage external expertise, resources, and capabilities to enhance service delivery and achieve organisational goals.

#### **The ITIL capability model**

Explore how the capability criteria support the practices' capability development, ensuring alignment with industry best practices and organisational requirements for effective collaboration, assurance, and improvement practices.

#### **Practice success**

Focus on the recommendations for Collaborate, Assure, and Improve success and understand how they are supported by the ITIL guiding principles, ensuring the establishment of a culture of collaboration, assurance, and continual improvement to drive organisational success.

**This course will alternate presentations, quizzes, activities (tasks and exercises) and mock exams to prepare learners for the exam.**

## **WHO SHOULD ATTEND THE ITIL4 COLLABORATE, ASSURE AND IMPROVE COURSE?**

---

The **ITIL® 4 Specialist: Collaborate, Assure and Improve** course is designed for IT Service Managers and Leaders, Service Level Managers, Supplier and Relationship Managers, IT Security and Compliance Professionals, Continuous Improvement and Quality Assurance Professionals, and all aspiring ITIL Experts.

This course is ideal for professionals aiming to foster a collaborative culture, improve service quality, and enhance their organization's service management framework.

## **PREREQUISITES**

---

**To attend this course, participants must hold the ITIL®4 Foundation certificate.** Participants should have completed the ITIL4 Foundation level to ensure they have a basic understanding of ITIL concepts, terminology, and framework.

Students who have not taken the exam with B2B Learning will need to provide us with a copy of their certificate when registering for this course. If you need to take your ITIL 4 Foundation exam, you can either attend our [ITIL 4 Foundation classroom course](#) or [eLearning module](#), or [book your exam](#) online only if you prefer to study on your own.

## **ABOUT THE CERTIFICATION EXAM**

---

The examination is designed to assess whether you can demonstrate sufficient recall and understanding of the ITIL 4 Specialist: **Collaborate, Assure and Improve** practices, as described in the syllabus. The ITIL® 4 Practice qualifications build upon learners' existing knowledge of the ITIL® 4 framework.

Two sample papers are available for you to practise during the course. You will also get access to the online mock exams, which you will be able to access online from any device. These will help you to become confident in your understanding of the Collaborate, Assure and Improve practices and familiarize you with the style and structure of the exams.

- **Type of exam:** 60 multiple-choice questions
- **Pass rate:** 39 out of 60 marks required to pass (65%)
- **Duration:** 90 minutes
- **Closed book** exam
- **Exam available in English only**

**On the first morning of the course, you will receive an exam voucher for an online proctored exam**, allowing you to take the exam at your convenience after the training. For calendar courses (optional for incompany courses), this voucher includes a 1-year PeopleCert Membership Plus, which offers benefits like a free retake with Take2 and access to online mock exams. Your trainer will also provide detailed information about the exam rules and guidelines during the training.

## **COURSE MATERIAL**

---

Students will receive an accredited set of course materials in digital format bundled with their exam voucher:

- Peoplecert's Official Training Materials (OTM) including a Quick Reference Guide, the Learner Workbook, quizzes, activities and 2 sample exam papers. Students can print the material if they wish.
- The 5 core guides for the 5 ITIL Practices covered in this course: Relationship Management, Supplier Management, Service Level Management, Continual Improvement and Information Security Management.