ITIL® 4 Specialist: Collaborate, Assure and Improve (CAI) - accredited training with exam

The ITIL® 4 Specialist: Collaborate, Assure and Improve training focuses on enhancing collaboration, ensuring an appropriate level of services, managing information security risks and continuously improving processes within IT organizations. This course provides management knowledge that helps in building effective relationships with business partners, service providers and other stakeholders.

Purpose of the training

The training is intended for IT professionals responsible for managing and improving IT services and effectively building relationships with stakeholders both within and outside their organizations. It is ideal for IT directors and managers, service managers, team leaders, ITIL practice managers, IT consultants and individuals aspiring to managerial roles in IT service management.

Benefits of completing the training

- Increased efficiency in collaboration within teams and with external partners.
- Ability to establish service levels that meet business expectations and develop and implement effective strategies for monitoring and improving IT service quality.
- Implementation of continuous improvement in IT processes, leading to better performance and customer satisfaction.
- Enhanced competencies in managing service providers to support the delivery of high-quality services to the organization.

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- Effective risk management related to information security and integration of security principles across all service management areas.
- Ability to assess the maturity of processes and management practices (ITIL® 4 Capability Model) and determine directions for further development.
- Participants who pass the exam receive an international certificate in electronic form. The ITIL® 4 Specialist: Collaborate, Assure and Improve certificate is one of the certifications required to obtain the ITIL® 4 Practice Manager and ITIL® 4 Master titles. The certificate is valid for 3 years.

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Exam description

- Exam duration: 90 minutes.
- Multichoice questions.
- There are 60 questions, multiple choice.
- Pass Mark: 65%
- This is a 'closed book' exam.

Expected Listener Preparation

A valid ITIL®4 Foundation certificate is required.
Experience working in an IT department or managing IT services is beneficial but not mandatory.

Training Language

- Training: English
- Materials: English
- Exam: English
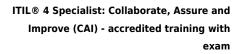
Training Includes

The training price includes:
- Accredited training materials
- Voucher for the ITIL® 4 CAI online exam
- Authorized ITIL® 4 CAI manual in the online version (as required by the vendor)

Additional options:
- Take2 re-sit exam: 200 zł

  Attention: purchasing this option is only possible through Altkom Academy before the training.

Duration

3 days / 21 hours

Training agenda

1. Introduction to ITIL 4 Specialist: Collaborate, Assure and Improve
   - Objectives and structure of the training
   - Basic concepts and definitions
2. Collaboration and Relationship Building (Relationship Management Practice)
   - Techniques for effective communication and collaboration
   - Building and maintaining effective stakeholder relationships
3. Ensuring Appropriate Service Levels (Service Level Management Practice)
   - Methods and tools for quality assurance
   - Monitoring and reporting on service quality
4. Continual Improvement (Continual Improvement Practice)
   - Frameworks and models for process improvement
   - Techniques for identifying and implementing enhancements
5. Managing Suppliers and Partners (Supplier Management Practice)

- Strategic supplier management
- Building long-term relationships with partners

6. Information Security Management (Information Security Management Practice)
   - Fundamentals of information security management
   - Managing risks related to confidentiality, integrity, and availability of information

Each module includes the following content:

- Key concepts, objectives, and success metrics of the practice
- Processes and value streams of the practice
- Roles and competencies of the practice
- How information and technology support the practice
- The role of partners and suppliers in the practice
- How the ITIL maturity assessment model can be used to develop the practice
- How ITIL guiding principles support the practice