ITIL 4 Practitioner: Continual Improvement eLearning

1-year access |exam voucher, official manual and training materials included

Obtain your ITIL 4 Practitioner: Continual Improvement certification at your own pace!

Fully accredited training by PeopleCert

Immerse yourself in our exciting interactive course and learn through quizzes and tests. Learn at your own pace, track your progress, stay engaged and ensure that every step of your learning journey is both enjoyable and effective.

• Interactive, self-paced & device-friendly course

• Our price includes the eLearning course and the official book and training materials in digital format

• The approximate study duration is 3 to 5 hours

• 24/7 helpdesk

COURSE & LEARNING OBJECTIVES

Self-paced learning accredited by PeopleCert

The purpose of this module is to align the organisation's services with changing business needs through the ongoing improvement of products, services and practices.

- **Strategy**

  Understand how to formulate strategic goals and adopt the courses of action and allocation of resources into tactical and operational plans.

- **Continual Improvement**

  Learn to align organizational practices and services with evolving business needs by continuously improving products, services, and management practices.

- **AI and Automation**

  Ensure that applications and IT systems meet stakeholder needs, and product features are released on time, within budget and to a high standard of quality.

WHO SHOULD ATTEND?

The **ITIL 4 Practitioner: Continual Improvement eLearning course** is ideal for:

- **ITSM & Change Managers** driving service improvements.
- **Service Desk & Support Teams** optimizing IT processes.
- **Project Managers & Business Analysts** enhancing IT efficiency.
- **GRC, DevOps & Agile Practitioners** ensuring continuous value delivery.
- **IT Leaders & Executives** leading service transformation.

Perfect for those advancing in ITIL 4 or improving IT services.

The eLearning will be the ideal solution for those who do not have the time or budget to attend a classroom-based training.

PREREQUISITES

To be eligible for the ITIL® 4 Practitioner: ITIL 4 Practitioner: Continual Improvement exam, you must have successfully completed the ITIL® 4 Foundation certification.

ABOUT THE ITIL 4 PRACTITIONER: CONTINUAL IMPROVEMENT EXAM

Participants will receive a voucher to take their exam from home or from the office. The exam voucher is valid during one year. However, we advice not to wait too long between the end of your course and exam.

- Exam duration: 30 minutes
- Multiple choice, closed book format
- Number of questions: 20 questions
- Pass mark: 65% or higher

ELEARNING & EXAM DELIVERY

The materials are easily accessible through our online learning management system, and you can download and keep the resources for future reference, even after passing your exams.

Designed for self-directed independent study, our Learning Resource Kit supports a range of learning preferences, including workbooks for in-depth study and Quick Reference Guide.

Do you need e-learning for multiple users? Please contact us on +32 2 3351236 or send us a request for a quotation.