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

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

Obtain your ITIL 4 Specialist: Collaborate, Assure and Improve certification at your own pace!

Fully accredited training by PeopleCert

A combined module that covers the key concepts of 5 ITIL Practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement and Information Security Management.



• Interactive, self-paced and device-friendly course

• Quizzes to test your knowledge

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

• The approximate study duration is 12 hours

• 24/7 helpdesk

COURSE & LEARNING OBJECTIVES

Self-paced ITIL 4 Specialist: Collaborate, Assure and Improve eLearning accredited by PeopleCert

- **Change -** Gain expertise in developing, implementing, monitoring, and communicating change plans, schedules, and the status of changes to IT products and services for stakeholders.
- **Governance -** Understand how organisational governance evaluates, directs and monitors service management activities.
- **Relationship Management -** Learn to establish, analyze, monitor, and improve links between the organization and its stakeholders at strategic and tactical levels.
- **Assurance** – Understand how to ensure that services are delivered with the required quality, efficiency, and compliance with internal and external standards.
- **Collaboration & Communication** – Explore effective collaboration and communication strategies across teams, departments, and external stakeholders.
- **Measurement & Reporting** – Learn how to define key metrics, collect relevant data, and use insights to drive continual improvement.
- **Service Value System (SVS)** – Understand how practices and governance fit into the broader ITIL Service Value System to support value co-creation.
- **Continual Improvement** – Learn techniques and methods to identify improvement opportunities, prioritize initiatives, and embed continual improvement into the culture of the organization.

WHO SHOULD ATTEND?

This course is ideal for professionals involved in service management, strategy, or operations who want to enhance their capabilities in collaboration, assurance, and governance. It is particularly beneficial for:

- IT Operations Managers
- IT Service Managers
- Service Delivery Managers

- Change Managers
- Product Managers
- Process Owners and Practitioners
- Business Relationship Managers
- Governance, Risk & Compliance (GRC) professionals

The **self-paced eLearning format** is perfect for those who prefer flexibility or do not have the time or budget to attend classroom-based training. Learn at your own pace, from anywhere, while gaining a globally recognized certification.

PREREQUISITES

To be eligible for the ITIL® 4 CAI exam, you must have successfully completed the ITIL® 4 Foundation certification.

ABOUT THE ITIL4 COLLABORATE, ASSURE AND IMPROVE 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: 90 minutes
- Multiple choice, closed book format
- Number of questions: 40 questions
- Pass mark: 65% or higher

This exam is only available in English.

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.