

## ITIL 4 Specialist: Sustainability in Digital & IT

### **Introduction to Sustainability in Digital & IT**

- The importance of sustainability in the digital and IT industry
- Overview of ITIL 4 and its role in promoting sustainability
- Key concepts and principles related to sustainability

### **Environmental Sustainability**

- Understanding the impact of digital and IT on the environment
- Strategies for reducing carbon footprint and minimizing environmental impact
- Best practices for managing energy, waste, and resources

### **Social Sustainability**

- Importance of social sustainability in the digital and IT industry
- Strategies for promoting diversity, inclusion, and ethical practices
- Best practices for managing social risks and ensuring social responsibility

### **Economic Sustainability**

- Understanding the economic impact of digital and IT on society
- Strategies for promoting sustainable economic growth
- Best practices for managing economic risks and ensuring economic sustainability

### **Sustainability in IT Service Management**

- Integration of sustainability principles into ITSM processes
- Best practices for managing service lifecycle with sustainability in mind
- Importance of collaboration and stakeholder engagement

### **Planning for Sustainability**

- Developing a sustainability strategy and roadmap
- Key considerations for implementing sustainable practices
- Best practices for monitoring, measuring, and reporting sustainability metrics

## **Conclusion and Next Steps**

- Recap of key concepts and principles related to sustainability in digital and IT
- Importance of continuous improvement and ongoing learning
- Next steps for organizations and individuals interested in promoting sustainability in digital and IT