

# Table of Contents: ITIL® 4 Specialist – Collaborate, Assure and Improve

Duration – 3 days (24 hours)

Module Name	Practice	Topics Covered
<b>1. Relationship Management</b>	Relationship Management	<ul style="list-style-type: none"> <li>- Purpose and scope of the practice</li> <li>- Key terms and concepts</li> <li>- Value and challenges</li> <li>- Activities: stakeholder engagement, communication, conflict resolution</li> <li>- Role of Relationship Manager</li> <li>- Practice success factors and metrics</li> <li>- Integration with other practices</li> <li>- Capability assessment via ITIL Maturity Model</li> </ul>
<b>2. Supplier Management</b>	Supplier Management	<ul style="list-style-type: none"> <li>- Purpose and scope</li> <li>- Key terms and concepts (e.g., supplier categories, contracts, SLAs)</li> <li>- Relationship with procurement</li> <li>- Managing performance of suppliers</li> <li>- Risk and compliance considerations</li> <li>- Roles and responsibilities (Supplier Manager, contract owners)</li> <li>- Practice success factors and metrics</li> <li>- Integration with other practices</li> <li>- Capability assessment via ITIL Maturity Model</li> </ul>
<b>3. Service Level Management</b>	Service Level Management	<ul style="list-style-type: none"> <li>- Purpose and scope</li> <li>- Defining, documenting, and managing SLAs</li> <li>- Establishing service expectations</li> <li>- Monitoring, reporting, and reviewing SLAs</li> <li>- Ensuring service quality</li> <li>- Collaborating with stakeholders</li> <li>- Practice success factors and metrics</li> <li>- Integration with other practices</li> <li>- Capability assessment via ITIL Maturity Model</li> </ul>
<b>4. Continual Improvement</b>	Continual Improvement	<ul style="list-style-type: none"> <li>- Purpose and scope</li> <li>- The Continual Improvement Model</li> <li>- Identifying and prioritizing improvements</li> <li>- Using assessment tools (SWOT, gap analysis)</li> </ul>

Module Name	Practice	Topics Covered
		<ul style="list-style-type: none"> <li>- Improvement initiatives and governance</li> <li>- Practice success factors and metrics</li> <li>- Roles and responsibilities</li> <li>- Integration with other practices</li> <li>- Capability assessment via ITIL Maturity Model</li> </ul>
<b>5. Information Security Management</b>	Information Security Management	<ul style="list-style-type: none"> <li>- Purpose and scope</li> <li>- Core principles: confidentiality, integrity, availability</li> <li>- Risk management and compliance</li> <li>- Policy setting and governance</li> <li>- Supporting secure practices across services</li> <li>- Security roles and responsibilities</li> <li>- Practice success factors and metrics</li> <li>- Integration with other practices</li> <li>- Capability assessment via ITIL Maturity Model</li> </ul>
<b>6. Integration &amp; Application</b>	All Five Practices	<ul style="list-style-type: none"> <li>- Practice synergies and touchpoints</li> <li>- Contributing to value streams</li> <li>- Role in co-creating value with stakeholders</li> <li>- Monitoring and measuring practice success</li> <li>- Improving practice maturity with the ITIL Maturity Model</li> <li>- Linking practices to business outcomes</li> </ul>

✓ **Prerequisite**

- **ITIL® 4 Foundation** certification is mandatory.