

ITIL® 4 Collaborate, Assure, and Improve (CAI) Certification Course

Course Description: ITIL® 4 provides organizations with a comprehensive framework for IT Service Management. The **ITIL 4 Specialist: Collaborate, Assure, and Improve (CAI)** combined practice module is for IT professionals aiming to establish good cross-practice collaboration and effective service value streams. The individuals can demonstrate their understanding and application of the concepts covered in the **five ITIL Management Practices** at both strategic and operational levels maximizing value from these practices.

- **ITIL 4 Practitioner: Relationship Management**
- **ITIL 4 Practitioner: Supplier Management**
- **ITIL 4 Practitioner: Service Level Management**
- **ITIL 4 Practitioner: Continual Improvement**
- **ITIL 4 Practitioner: Information Security Management**

Course Objectives: The expected learning outcomes:

- ✓ Understand the key concepts of the Collaborate, Assure, and Improve (CAI) practices
- ✓ Understand the processes and value streams of the CAI practices
- ✓ Understand the roles and competencies of the CAI practices
- ✓ Understand how information and technology support and enable CAI practices
- ✓ Understand the role of partners and suppliers in the CAI practices
- ✓ Understand how the ITIL capability model can be used to develop CAI practices
- ✓ Understand how the ITIL guiding principles support the CAI practices



Audience: The primary audience for this course includes IT Service Manager, IT Operations, Service Desk, IT Support Staff and Agents, Service and Practice Owners, Cyber Security Team.

Prerequisites: ITIL® 4 Foundation Certification is required

Course Length: 12 hours – online Canvas eLearning platform

Course Materials:

- ✓ Online eLearning course for self-paced presentation, exercises, and case studies
- ✓ ITIL 4 Digital Practice Guide eBook for each of the 5 practice areas
- ✓ Learner Workbook (481-pg, 511 slides) study aids, quizzes, and assignments
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Official course curriculum provided by PeopleCert (18 PDUs earned)
- ✓ PeopleCert Exam Voucher included (with Certificate and Digital Badge)

ITIL®4 CAI Course – Accredited course is offered by Performance 360, ATO with PeopleCert.

ITIL®4 CAI Course – Accredited is a registered trademark of PeopleCert Limited. All rights reserved.

Certification Exam: The 90-minute exam includes 60 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **65%** (39 out of 60 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: **ITIL 4 Collaborate, Assure, and Improve (CAI) v4.3**

Module 1: Introduction to the CAI Practices

Module 2: Relationship Management: The purpose is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels. It includes the identification, analysis, monitoring, and continual improvement of relationships with and between stakeholders.

- **Service Operation:** *Strengthen operational collaboration and stakeholder support.*
- **Change:** *Coordinate stakeholder communications around changes and outcomes.*
- **Relationship Management:** *Establish, analyze, monitor, and improve stakeholder links.*

Module 3: Supplier Management: The purpose is to ensure all suppliers and their performances are managed appropriately to support the seamless provision of quality products and services.

- **Service Design:** *Design services deliverable by the organization and its ecosystem.*
- **Continual Improvement:** *Improve supplier performance and outcomes over time.*
- **Relationship Management:** *Establish, analyze, monitor, and improve supplier relationships.*

Module 4: Service Level Management: The purpose is to set clear, business-based targets for service utility, warranty, and experience. Ensures that service delivery and use is properly assessed, monitored, and managed against these targets.

- **Change:** *Align change plans with SLAs/targets; communicate schedules and status.*
- **Continual Improvement:** *Improve SLAs/XLAs and delivery practices to meet evolving needs.*
- **Relationship Management:** *Build and enhance stakeholder relationships at multiple levels.*

Module 5: Continual Improvement: The purpose is to align the organization's practices and services with changing business needs through the ongoing improvement of products, services, practices, or any element involved in the management of products and services.

- **Strategy:** *Formulate strategic goals and translate into tactical/operational plans.*
- **Continual Improvement:** *Systematically improve products, services, and practices.*
- **AI and Automation:** *Leverage automation to measure outcomes and accelerate improvements.*

Module 6: Information Security Management: The purpose is to protect the information needed by the organization to conduct its business. This includes understanding and managing risks to the confidentiality, integrity, and availability of information.

- **Strategy:** *Set strategic goals and resource allocation for information security.*
- **Governance:** *Evaluate, direct, & monitor service management activities for security alignment.*
- **AI and Automation:** *Apply automation to detection, response, and compliance workflows.*