
IT Service Management - ITIL® 4 – Change Enablement

Expand your knowledge of ITIL® in a practical way in 1 day

This course is delivered as a dynamic one-day workshop focused on the key concepts, principles, and challenges of the Change Enablement Practice. The course provides candidates with best practice guidance to maximize successful service and product changes by effectively assessing risks, authorizing changes, and managing change schedules.

This workshop is intended for practitioners, practice owners, and managers involved in the implementation and optimization of Change Enablement. At the end of the course, participants will take a 30-minute exam featuring multiple-choice questions to obtain the international AXELOS/PeopleCert ITIL®4 Change Enablement certificate in IT service management

ITIL® VERSION

This course is based on the ITIL® 4 version.

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

Participants will acquire the knowledge and skills required to:

- Understand the key concepts of Change Enablement.
- Assess risks to improve change approval decisions.
- Authorize changes to meet organizational goals.
- Manage schedules to reduce service disruptions.
- Maximize successful service and product changes.
- Develop strategies to manage stakeholder expectations.
- Implement best practices for a dynamic change environment

TARGET AUDIENCE

- Personnel taking the ITIL 4 Change Enablement qualification.
- Those defining and implementing Change Enablement.
- People improving change management efficiency and performance.

COURSE DURATION

1 day of learning, including the final exam (scheduled later by candidate).

COURSE STRUCTURE

This course comprises a series of interactive presentations supplemented by classroom and other exercises resembling exams.

COURSE CONTENT

FOLLOWING TOPICS ARE COVERED FOR EACH PRACTICE IN DETAIL

- Understand the key concepts supporting the Change Enablement practice;
- The processes of the practice;
- The roles and competences required for change enablement practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- ITIL capability model to develop the practice
- The recommendations for the practice success.

PREREQUISITE

ITIL®4 Foundation certification

EXAM

The official AXELOS ITIL® 4 Change Enablement exam and ITIL® 4 Official Change Enablement Practice publication are included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. This requires access to a connected computer with active audio and video.

Format: 20 multiple-choice questions.

Pass mark: 65% (13 correct answers)

Duration: 30 minutes.

Material allowed: Closed book (no materials allowed during the exam)

It is recommended to get the training from an accredited organization with an accredited training material.