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ITIL® Certification Training: Collaborate, Assure, and Improve V5

3 days (21 hours)

Overview

ITIL Collaborate, Assure, and Improve is a combined module that brings together five essential management practices (Relationship, Supplier, Service Level, Continual Improvement, and Information Security) within a single framework.

Designed for modern service environments, it provides the keys to ensuring robust information security, optimizing supplier relationships, and delivering an impeccable level of service.

Our ITIL Collaborate, Assure, and Improve training will teach you how to implement effective governance of your service management activities while aligning your strategic objectives with your tactical and operational plans.

You will be able to foster genuine collaborative trust among your teams and stakeholders, while strengthening your organization’s competitive advantage by establishing a culture of continuous and sustainable improvement.

Upon completion of the training, participants will be able to understand the key concepts, principles, value, and challenges associated with the following five ITIL 5 management practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management.

Objectives

- Develop practices that promote effective collaborative assurance among teams and stakeholders.
- Implement effective governance of service management activities to ensure consistency and efficiency.

- Improve the quality of relationships and collaboration among various internal and external stakeholders.
- Strengthen the organization’s competitive advantage by fostering a culture of and sustainable improvement.
- Align strategic objectives with tactical and operational plans to ensure the company’s overall success.
- Effectively prepare for ITIL Collaborate, Assure, and Improve (Version 5) certification to ensure success.

Target Audience

- Management and service delivery roles (e.g., IT Operations Manager, IT Service Manager)
- Service delivery specialists (e.g., IT Specialist: Operations)
- Process owners (e.g., Relationship Management, Service Level Management)

Prerequisites

- ITIL 4 Foundation
- Accredited training or official e-learning

Technical Prerequisites

- A computer (PC or Mac) with a stable internet connection and sufficient bandwidth for video conferencing (for virtual classroom sessions)
- A recent web browser to access official digital materials and the PeopleCert exam platform
- A working webcam and microphone (strictly required for online proctoring of the certification exam)
- Administrator privileges on the workstation to install the supervision application required to take the official exam

Curriculum for our ITIL Collaborate, Assure, and Improve Training (Version 5)

[Day 1 - Morning]

CAI Fundamentals, Governance, and Relationship Management

- Position the five CAI practices within value streams and apply the four dimensions and ITIL guiding principles
- Relationship Management: processes, roles and competencies, information and technology, partners,
success factors, and the ITIL capacity model

- Identify stakeholders, structure the relationship journey, and prevent conflicts
- Establish governance for practices: practice owners, committees, reviews, decision-making rules, and reporting to senior management
- Translate strategic objectives into practice objectives, commitments, controls, and Operational
- Leverage AI to analyze stakeholders and prepare reviews, with human oversight
- Hands-on workshop: Stakeholder mapping, governance charter, and RACI matrix for the five practices.

[Day 1 - Afternoon]

Service Level Management and Business Alignment

- Service Level Management: processes, roles and competencies, information and technology, partners, success factors, and the ITIL capacity model
- Translating strategic and business objectives into service requirements, metrics, and SLAs measurable
- Distinguishing between utility, assurance, and experience in service quality
- Develop, negotiate, and update SLAs, and organize reviews with clients
- Leverage data and AI to detect deviations and prepare for reviews, with human decision-making
- Hands-on workshop: Developing an SLA, a dashboard, and an alignment matrix for strategic objectives, service commitments, and operational actions.

[Day 2 - Morning]

Information Security Management and Risk Control

- Information Security Management: processes, roles and competencies, information and technology, partners, success factors, and the ITIL capability model
- Understanding confidentiality, integrity, availability, and trust mechanisms
- Identifying threats, vulnerabilities, and risks, and defining appropriate protective measures
- Allocate security responsibilities among teams, practice owners, and partners
- Translate strategic objectives and service requirements into security plans, controls, and metrics
- Using AI to support risk analysis and event correlation, with human oversight

- Hands-on workshop: Risk analysis and development of a security plan integrated into the objectives/SLAs/controls/actions alignment matrix.

[Day 2 - Afternoon]

Vendor management and coordination of commitments

- Supplier Management: Processes, Roles and Skills, Information and Technology, Partners, Success Factors, and the ITIL Capability Model

- Define a supplier engagement strategy and evaluate suppliers based on value, costs, risks, and capabilities
- Align supplier contracts with strategic objectives, SLAs, and security commitments
- Coordinate supplier contributions within value streams and organize supplier reviews
- Monitor performance, variances, and corrective actions using shared metrics and governance reporting
- Leverage AI to analyze supplier performance and contractual variances, with human validation
- Hands-on workshop: Preparing a supplier review and enhancing the alignment matrix objectives / contracts / SLAs and security / actions.

[Day 3 - Morning]

Continuous Improvement, Culture, and Competitive Advantage

- Continuous improvement: processes, roles and competencies, information and technology, partners, success factors, and the ITIL capability model
- Apply the continuous improvement model to the five practices and assess their capability based on ITIL criteria
- Understand the role of leadership in embedding a culture of continuous and sustainable improvement
- Establish improvement rituals and organize the improvement register
- Prioritize initiatives based on strategic objectives, value, and risks
- Measure the business benefits achieved and their contribution to the organization’s competitive advantage
- Use AI to identify opportunities and suggest priorities, with human oversight
- Hands-on workshop: Assessing the effectiveness of practices, building the improvement registry, and finalizing the alignment matrix to map to business benefits.

[Day 3 - Afternoon]

Collaborative assurance and integration of practices

- Present collaborative assurance as trust based on shared evidence: SLAs, controls, metrics, reviews, and audits
- Define responsibilities, expected evidence, and escalation mechanisms among clients, teams, vendors, and management
- Link the five practices within a common scenario and strengthen governance and reporting
- Identify automations and uses of AI that are useful for assurance, with human accountability
- Hands-on workshop: Developing a shared assurance plan specifying evidence, responsibilities, reviews, audits, and metrics.

Preparation for ITIL Collaborate, Assure, and Improve certification (Version 5)

- Review key concepts, success factors, and capability levels of the five practices using official materials and guides
- Understand the exam format: question types, duration, passing score, and permitted materials allowed
- Practice application-based questions and justify each answer
- Manage your time: allocate time per question, tackle the questions you're sure of first, and revisit the marked questions
- Apply best practices: read the entire question, identify keywords, and eliminate inconsistent answers
- Prepare for the online exam (technical requirements, remote proctoring) and create a personalized study plan
- Hands-on workshop: Online practice exam, self-correction, explanations, and personalized advice (can be retaken online one month after the training).

Target Audience

This training is intended for both individuals and companies—large or small—that wish to train their teams in new, advanced IT technology or to acquire specific professional knowledge or modern methods.

Entry-Level Assessment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency level across various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.

Training organization registered under number 11 75 54743 75. This registration does not constitute state accreditation.
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