

Updated on 06/01/2026

Sign up

ITIL Specialist Certification Training: Collaborate, Assure, and Improve

3 days (21 hours)

Overview

The ITIL Specialist: Collaborate, Assure and Improve certification helps you strengthen collaboration between teams, ensure service quality, and establish a culture of continuous improvement. It applies directly to use cases such as reducing recurring incidents, optimizing changes, and value-driven management.

This training aims to master ITIL 4 practices related to coordination, assurance, and improvement, in order to align operational activities with business objectives. You will learn to structure feedback loops, define quality criteria, and measure service effectiveness.

The approach is hands-on: process mapping workshops, root cause analyses, cross-team collaboration scenarios, and mini-demos of metrics. Deliverables include an assurance checklist, a prioritized improvement plan, and a ready-to-use metrics dashboard

Objectives

- Apply ITIL 4 principles to collaborate effectively across teams.
- Implement a service quality assurance process.
- Develop useful metrics (value, experience, performance).
- Conduct analyses and prioritize improvement actions.
- Prepare for and pass the certification exam.

Target Audience

- ITSM and Operations Managers
- Service Owners, Process Owners, Quality Managers
- Project Managers, Scrum Masters, Continuous Improvement Managers

Prerequisites

- Knowledge of ITIL 4 Foundation fundamentals
- Basic understanding of incident, problem, and change management
- Understanding of KPIs/SLAs and operational management
- Experience in an IT environment (support, production, projects)

Technical prerequisites

- Office suite or equivalent for support and workshops
- Video conferencing tool and headset for remote learning

Our ITIL Specialist Certification Training Program: Collaborate, Assure, and Improve

[Day 1 - Morning]

Positioning ITIL 4 CAI and the principles of collaboration

- ITIL 4 Review: SVS, Service Value Chain, and key practices utilized by CAI
- Objectives of the CAI module: collaborate, ensure, and improve value
- Identifying stakeholders: roles, responsibilities, expectations, and success criteria
- Establishing effective collaboration: channels, rituals, decision-making rules, and conflict management
- Hands-on workshop: Mapping stakeholders and defining a RACI matrix for a target service.

[Day 1 - Afternoon]

Ensuring quality: requirements, risks, compliance, and assurance

- Translating needs into requirements: SLAs, OLAs, UCs, and associated metrics
- Controlling quality: acceptance criteria, reviews, audits, and evidence
- Managing risks: identification, assessment, mitigation, and monitoring (risk register)
- Compliance and Governance: Policies, Controls, Traceability, and Deviation Management
- Hands-on workshop: Developing a mini-assurance plan (controls + evidence) for an application change.

[Day 2 - Morning]

Measuring and steering: metrics, reporting, and experience

- Defining useful metrics: KPIs, KRIs, OKRs, and experience indicators (XLAs)
- Building a dashboard: frequency, thresholds, visualization, and decision-making insights
- Measuring value: business results, costs, risks, and user satisfaction
- Establishing a feedback loop: collection, analysis, prioritization, and communication
- Hands-on workshop: Design a CAI dashboard (max 5 KPIs) and a monthly review ritual.

[Day 2 - Afternoon]

Continuous improvement: log, prioritization, and execution

- Structuring improvement: Continual Improvement, backlog/log, and selection criteria
- Prioritizing: value, effort, risk, dependencies, and capacity (simplified WSJF approach)
- Driving end-to-end improvement: scoping, action plan, tracking, and measuring gains
- Capitalizing on improvements: standardization, documentation, knowledge transfer, and adoption
- Hands-on workshop: Create an improvement backlog and prioritize 10 items using a value/effort matrix.

[Day 3 - Morning]

Collaborating with suppliers and securing the value chain

- Sourcing models: internal/external, multi-supplier, integration, and responsibilities
- Supplier management: commitments, service reviews, penalties/bonuses, and dispute resolution
- Supply chain assurance: controls, critical dependencies, continuity, and operational security
- Joint improvement: shared action plans, innovation, and change management
- Hands-on workshop: Preparing a supplier review (agenda, KPIs, decisions, action plan).

[Day 3 - Afternoon]

Certification preparation: use cases and exam practice

- Review of CAI concepts: key points and common exam mistakes
- Application to a scenario: collaboration, assurance, measurement, and improvement aligned
- Answering techniques: keywords, elimination, time management, and pitfalls
- Timed practice quiz and detailed feedback
- Hands-on workshop: Conduct a mini-mock exam and create a personalized study plan.

Relevant companies

This training program is designed for both individuals and businesses—large and small—that wish to train their teams in new, advanced IT technologies or to acquire specific industry knowledge or modern methodologies.

Placement upon enrollment

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 in 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

Practical Course: 60% Practical, 40% Theory. Training materials distributed in digital format to all participants.

Organization

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

Assessment

At the end of the session, a multiple-choice questionnaire is used to verify that the skills have been properly acquired.

Certification

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