ITIL® 4 Practitioner: Service Configuration Management

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL® 4 Practitioner: Service Configuration Management
Related Exam:	ITIL® 4 Practitioner: Service Configuration Management

Course Overview

Our ITIL® 4 Practitioner: Service Configuration Management training course is structured and aligned around the ITIL® 4 framework. The examination is intended to assess whether you can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 Service Configuration Management Practice publication.

About This Course

Our ITIL® 4 Practitioner: Service Configuration Management training course is structured and aligned around the ITIL® 4 framework. The examination is intended to assess whether you can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 Service Configuration Management Practice publication.

Our training package includes the following materials:

- Handouts
- A Full Official Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Live Exams
- Mock-Examination
- Exercises
- Exam Voucher

Who Should Attend

Our ITIL® 4 Practitioner: Service Configuration Management training course is aimed towards the following roles:

- Configuration Managers
- IT Service Managers
- IT Operations Managers
- Configuration Management Database (CMDB) Managers
- Service Asset and Configuration Management (SACM) Staff
- IT Governance and Compliance Staff
- IT Project Managers
- IT Service Desk Staff

Prerequisites & Entry Requirements

General Prerequisites:

The ITIL® 4 Foundation certificate

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Our ITIL® 4 Practitioner: Service Configuration Management training course is intended to provide you with best practice guidance on how to ensure that accurate and reliable information about the configuration of services, and the configuration items that support them, is available when and where it is needed.

Detailed Course Outline

Our ITIL® 4 Practitioner: Service Configuration Management training course will cover the following topics:

1. The key concepts of the practice.

1.1. Explain the purpose of the practice.

1.2. Describe the PSFs & key metrics of the practice.

1.3. Explain the key terms/concepts:

a) Configuration Item (CI)

b) Service Configuration Model

c) CI Lifecycle Model

d) Configuration Management System

e) Configuration Management Database

f) Baseline Configuration

g) Configuration Verification

h) Configuration Inventory

i) Configuration Audit

2. The processes of the practice.

2.1. Describe inputs and outputs of the processes.

2.2. Describe the key activities of the processes.

2.3. Know how to integrate the practice in the organisation’s value streams.

3. The roles and competences of the practice.

3.1. Describe the responsibilities of the key roles of the practice:

a) Configuration Manager

b) Configuration Coordinator

c) Configuration Librarian

d) Resource Owner / Custodian

3.2. Know how to position the practice in the organisational structure.

4. How information and technology support and enable the practice.

4.1. Explain the tools application.

4.2. Apply the recommendations on automation.

5. The role of partners and suppliers in the practice.

5.1. Explain the dependencies of the practice on third parties.

5.2. Explain how partners and suppliers can support the practice.

6. How the ITIL® capability model can be used to develop the practice.

6.1. Explain how capability criteria support the practice capability development.

7. The recommendations for the practice success.

7.1. Understand the recommendations for service configuration management success and how they are supported by the ITIL® guiding principles.

□□ Certification Path

ITIL® 4 Practitioner: Service Configuration Management

Exam: ITIL® 4 Practitioner: Service Configuration Management

Additional Course Details

Nexus Humans ITIL® 4 Practitioner: Service Configuration Management training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Practitioner: Service Configuration Management course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Practitioner: Service Configuration Management?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Practitioner: Service Configuration Management course helps prepare you for the ITIL® 4 Practitioner: Service Configuration Management certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 Practitioner: Service Configuration Management official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day ITIL® 4 Practitioner: Service Configuration Management course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Practitioner: Service Configuration Management training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Practitioner: Service Configuration Management?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Practitioner: Service Configuration Management. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Practitioner: Service Configuration Management?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Practitioner: Service Configuration Management training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 13/11/2026.