ITIL® 4 Specialist: Collaborate, Assure and Improve

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

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL 4 Specialist: Collaborate, Assure and Improve (CAI)
Related Exam:	ITIL-4-CAI

Course Overview

This 3-day ITIL® 4 Specialist: Collaborate, Assure and Improve training course compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL 4's five management practices, namely, the ITIL 4 Relationship Management Practice, ITIL 4 Supplier Management Practice, ITIL 4 Service Level Management Practice, ITIL 4 Continual Improvement Practice, and the ITIL 4 Information Security Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices. The ITIL 4 Collaborate, Assure, and Improve Specialist module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Relationship Management Practice, ITIL 4 Supplier Management Practice, ITIL 4 Service Level Management Practice, ITIL 4 Continual Improvement Practice, ITIL 4 Information Security Management Practice publications. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

About This Course

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Who Should Attend

Candidates taking the ITIL® 4 Specialist: Collaborate, Assure and Improve qualification.

Prerequisites & Entry Requirements

General Prerequisites:

Candidates must hold the ITIL 4 or ITIL 3 Foundation certificate.

Learning Outcomes

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

Understand the key concepts of the CAI practices. Understand the processes of the CAI practices. Understand the roles and competences of the CAI practices. Understand how information and technology support and enable the CAI practices. Understand the role of partners and suppliers in the CAI practices. Understand how the ITIL capability model can be used to develop the CAI practices. Understand how the ITIL guiding principles support the CAI practices.

□□ Certification Path

ITIL 4 Specialist: Collaborate, Assure and Improve (CAI)

Exam: ITIL-4-CAI

Skills You Will Learn:

- Define the key concepts, principles, value and challenges of ITIL® 4’s five management practices
- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- Integrate the practices in the organisation’s value streams
- Understand the interfaces and synergies across these five practices
- Apply metrics and practice success factors to improve performance
- Measure, assess and develop the capability of the various practices covered by using the ITIL® Maturity Model

Upcoming Schedule

Available training dates for ITIL® 4 Specialist: Collaborate, Assure and Improve:

Start Date	End Date	Location	Delivery	Price
14 Dec 2026	16 Dec 2026	Online	Virtual	€2,385.00

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Specialist: Collaborate, Assure and Improve?

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 Specialist: Collaborate, Assure and Improve course helps prepare you for the ITIL 4 Specialist: Collaborate, Assure and Improve (CAI) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL-4-CAI 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 3-day ITIL® 4 Specialist: Collaborate, Assure and Improve course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Specialist: Collaborate, Assure and Improve training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Specialist: Collaborate, Assure and Improve?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Specialist: Collaborate, Assure and Improve. 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: What related terms do people search for?

Popular related searches include: ITIL® 4 Specialist: Collaborate, Assure and Improve, ITIL Training, ITIL4CAI

Q: Why choose Nexus Human for ITIL® 4 Specialist: Collaborate, Assure and Improve?

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 Specialist: Collaborate, Assure and Improve training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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