Overview

This intermediate-level course forms part of the **ITIL® 4 Practice Manager** pathway and develops practical knowledge across five important ITIL practices: **Relationship Management, Service Level Management, Supplier Management, Continual Improvement, and Information Security Management**.

Over three days of instructor-led learning and collaborative activities, participants explore how these practices can be incorporated into organisational value streams to strengthen service performance and contribute to both strategic and operational objectives.

The course also examines how the **ITIL Maturity Model** can be used to evaluate current practice maturity and identify opportunities for further development. Combining practical learning, peer collaboration, and expert instruction, the programme helps participants strengthen service excellence while embedding continual improvement into everyday ways of working.

Prerequisites

Participants must hold one of the following certifications:

- ITIL® 4 Foundation
- ITIL® v3 Foundation

Learners should also be familiar with the concept of value streams, as this will be referenced throughout the course.

Who Should Attend

This course is suitable for professionals who want to strengthen collaboration, assurance, and continual improvement within their IT service management responsibilities.

It is particularly relevant for:

- IT service managers, service operation managers, and team leaders responsible for service delivery and improvement
- Supplier managers and process owners looking to improve collaboration across teams
- Professionals working in governance, compliance, and service quality assurance
- Consultants and practitioners seeking deeper knowledge of ITIL® 4 practices
- Project and programme managers responsible for aligning IT services with strategic objectives
- Relationship managers seeking to establish consistent stakeholder engagement approaches across their organisations

What You Will Learn

By the end of the course, participants will be able to:

- Explain the purpose, scope, and core concepts of each of the five ITIL practices
- Evaluate the strategic and operational value of incorporating these practices into value streams
- Identify and apply relevant success factors and metrics for each practice
- Use the ITIL Maturity Model to assess and develop practice capability within an organisation
- Recognise connections and interfaces between practices to improve collaboration and performance
- Apply best-practice approaches to support continual improvement and maintain service quality throughout the service lifecycle

Outline

1. Understanding Value Streams and Maturity Models

This section revisits key value stream principles introduced at ITIL Foundation level and examines the capability approach used when assessing practice maturity.

- Review of ITIL value stream principles
- Introduction to the ITIL capability model
- The role of the capability model in practice maturity assessment

2. Relationship Management

This module focuses on developing and maintaining effective strategic and operational stakeholder relationships.

- Purpose and scope of the practice
- Roles and responsibilities for managing strategic and operational relationships
- Tools and techniques for developing stakeholder trust
- Metrics for measuring relationship success
- Collaboration with other practices to strengthen value delivery

3. Service Level Management

This section explores how service expectations can be translated into measurable objectives and managed effectively.

- Establishing Service Level Agreements
- Negotiating and monitoring service levels
- Translating business requirements into measurable service targets
- Using service metrics to support improvement
- Supporting value co-creation with service consumers

4. Supplier Management

This module examines the effective management of suppliers and partners in line with organisational requirements.

- Managing supplier performance across the supply chain
- Aligning contracts with organisational needs
- Governance, risk, and compliance considerations

- Supporting effective collaboration with partners and vendors

5. Continual Improvement

This section introduces structured approaches for identifying, prioritising, and managing opportunities for improvement.

- Identifying improvement opportunities
- Prioritising improvement initiatives
- Creating and maintaining improvement registers
- Developing action plans
- Building a culture of continuous service excellence
- Using data and feedback loops to evaluate success

6. Information Security Management

This module examines how information assets can be protected through risk-aware management practices.

- Protecting information assets
- Applying risk-aware security practices
- Maintaining confidentiality, integrity, and availability
- Integrating security into service design
- Embedding security within service operations
- Alignment with governance and compliance frameworks

7. Integration and Application

The final section considers how the five practices can work together as part of broader service value streams.

- Embedding the five practices into service value streams
- Case-based discussions focused on cross-practice collaboration
- Developing a roadmap to improve practice maturity within the organisation

Exams and Assessments

This course includes a formal certification examination.

- **Questions:** 60 multiple-choice questions
- **Duration:** 90 minutes
- **Format:** Closed book
- **Pass mark:** 39 out of 60 (65%)
- **Delivery:** Online with virtual proctoring
- **Exam provider:** PeopleCert
- **Scheduling:** The examination can be taken at a time selected by the learner

From 2023 onwards, PeopleCert certifications must be renewed every three years.