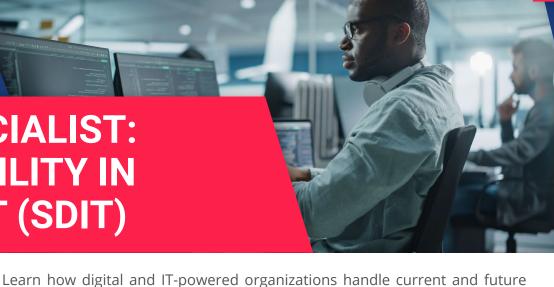


ITIL® 4 SPECIALIST: SUSTAINABILITY IN **DIGITAL & IT (SDIT)**



DELIVERY METHODS AVAILABLE:

- · Self-Paced e-Learning
- · Recorded Classroom
- Virtual Classroom
- Focussed Coaching

EXAM TYPE:

- Four open-book assignments
- · Closed-book multiple choice
- FREE PeopleCert exam voucher included
- FREE course handbook
- · Mock exams and guizzes

PREREQUISITES:

None

LANGUAGE:

English

ACCREDITED BY:



All talents, certified.

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sustainability challenges with this ITIL 4 course from Good e-Learning!

This course teaches demonstrably effective and flexible practices for equipping businesses to champion sustainability in digital and IT.

WHO IS THIS COURSE AIMED AT?

- IT/Digital/Service Strategists, Service Designers/Architects, Product/Service Managers, and aspiring ITSM Managers
- Managers involved in shaping direction and strategy or developing continually improving teams
- Existing ITIL qualification holders wishing to continue building their knowledge

WHAT WILL YOU LEARN?

- · How to use ITIL's guiding principles to deliver value by creating sustainable digitally enabled products and services
- How to address VUCA challenges (Volatility, Uncertainty, Complexity, and Ambiguity) through sustainable strategies, procurement, products, and practices
- The key principles of sustainability
- · How to conduct a full cost-benefit analysis identifying potential risks and opportunities
- · What 'sustainability' means and how it can create value
- · The practical steps for developing and implementing a sustainability strategy
- The practical skills required to enable an organization to deliver value through sustainable practices

? WHY TAKE THIS COURSE?

- In the Digital Age, digital and IT services are playing an increasingly important role in ensuring companies are sustainable
- The sustainability of a company's practices can be a major selling point
- Skills and experience in sustainability are relevant across a variety of roles and disciplines
- ITIL 4 is the world's most popular and up- to-date framework for effective IT service management (ITSM)
- ITIL certification is an excellent way for professionals to improve earning capacity and unlock new career opportunities
- This course is fully accredited by PeopleCert on behalf of AXELOS

IS THERE AN EXAM?

During the training, students must pass four case-study assignments which are graded according to the assessment matrix.

The final exam is a closed-book, multiplechoice exam with 35 questions and a duration of 60 minutes. The pass mark is 65% (23/35).

The test can be taken online at any time via PeopleCert. Candidates will require a webcam and microphone.

