



# ITIL® 4 Practitioner: Change Enablement



**Framework:**  
ITIL

**Course Level:**  
Practitioner

**Certification Provider:**  
AEXLOS

**Exam Provider**  
PeopleCert

**Duration:**  
5 hours

**Access period:**  
3 months

## ITIL® 4 Practitioner

### What's included:

- Exam vouchers included
- Tutor Support
- Quizzes and exam practice
- eBook
- Works on mobile devices
- Extensions available

### Course Overview

The ITIL 4 Practitioner: Change Enablement course provides best practice guidance on how to maximize the number of successful service and product changes by ensuring that risks have been accurately assessed, authorizing changes to proceed, and managing the change schedule.

This course is for IT professionals who want to prove and validate their skills in this specific practice area. The individuals can demonstrate their understanding and application of the key concepts, principles, value and challenges of the practice at both strategic and operational levels, maximizing value of the Change Enablement practice in their everyday work.

### Who is the course aimed at?

ITIL 4 Practitioner: Service Configuration Management is designed for:

- IT professionals looking to enhance their understanding and application of ITIL 4 management practices
- Service management practitioners aiming to improve their ability to manage change in their organization
- Professionals seeking to develop their career by obtaining an ITIL 4 Practice Management qualification
- Individuals responsible for implementing and managing ITIL practices within an organisation
- ITIL Foundation Certificate holders who wish to advance their knowledge and skills in IT service management
- Holders of any PeopleCert qualification who wish to renew their certification.

## What will you learn by taking this course?

ITIL 4 Practitioner: Service Configuration Management enables professionals to:

- Key concepts of the Change Enablement Practice
- Practice Success factors
- Practice processes
- Key roles and competencies in the Practice
- The role of technology and automation in the Practice
- The role of Partners and Suppliers in the Practice
- The ITIL capability model

- Learn how to apply automation, tooling, and best practices to optimise service delivery
- Build a strong foundation for future career advancement with in-depth knowledge of a key ITIL Practice
- Access comprehensive study materials, practice exams, and real-world case studies for effective learning and exam preparation.
- The course offers a practice exam simulator as well as regular knowledge checks to help students prepare for the exam
- We offer each student a **FREE exam voucher** (T&Cs apply)
- This ITIL 4 Practitioner: Change Enablement course is accredited by **PeopleCert**

## Why should you take this course?

ITIL 4 Practitioner: Service Configuration Management enables professionals to:

- Gain a deeper understanding of the Change Enablement Management Practice
- Enhance career prospects by obtaining a recognised ITIL 4 Practitioner certification
- Improve the integration and performance of key IT service management practices within your organisation

## Syllabus Information

### Module 0: Welcome to ITIL 4 Change Enablement Practice

**Duration:** 55m

Module zero introduces you to the course main features, learning plan, aims and objectives, and structure.

### Module 1: Key concepts

**Duration:** 1 h

Module 1 explains the purpose and some key terms and concepts of the change enablement practice. It then describes the practice success factors (PSFs) and the key metrics of the change enablement practice.

### Module 2: Processes, value streams and people

**Duration:** 1 h

Module 2 begins with an explanation of the two change enablement practice processes: Change enablement planning and optimization and change lifecycle management. It describes the inputs, outputs and key activities of both processes.

The module goes on to explain how the practice supports service value streams, and how the change enablement practice is integrated in the organization's value streams.

We finish by describing the three key roles involved in the practice and how to position the change enablement practice in the organizational structure.

### Module 3: Enabling the practice

**Duration:** 1 h

Module 3 completes the content for this course with a description of further concepts that enable the change enablement practice.

We start by explaining automation and tooling, and providing recommendations for the automation of change enablement.

The module goes on to discuss partners and suppliers, explaining the dependencies of the practice on third parties and how partners and suppliers can support the practice.

Capability is the next topic to be covered, with an explanation of how capability criteria support the practice capability development.

The module ends with recommendations for change enablement practice success and how they're supported by the ITIL guiding principles.

### Module 4: The practice exams

**Duration:** 1 h 5m

Module 4 contains two practice tests provided by PeopleCert.

### Module 5: ITIL 4 Change Enablement Practice wrap-up

**Duration:** 5m

Module 5 provides information on booking the exam and other courses of interest.

## Syllabus Information

Only used for non-exam products.

## Exam Information

### ITIL® 4 Practitioner: Change Enablement exam

**Pre-requisites:** ITIL® 4 Foundation

- This is a multiple-choice 'Objective Test Question' (OTQ) exam consisting of 20 questions
- There is a time limit of 30 minutes to complete the exam
- The exam is closed book, with only the provided materials being permitted for use
- The pass mark for the exam is 65%: you must answer at least 13/20 questions correctly
- In countries where English is a second language, the time allocated for the exam is extended to 75 minutes
- Passing this exam will allow candidates to proceed to exams for intermediate ITIL qualifications

## PeopleCert Exam Information

Your exam voucher will be sent to you shortly after you purchase your course. The exam voucher **must be redeemed** on the [PeopleCert website](#) before starting your course. Redeeming the exam voucher allows customers to access the official eBook.

You can find detailed information on PeopleCert exam terms and conditions on our exams terms and conditions ITIL 4 Practitioner: Release Management offers professionals the opportunity to:

- Gain a deeper understanding of the Release Management Practice
- Enhance career prospects by obtaining a recognised ITIL 4 Practitioner certification
- Improve the integration and performance of key IT service management practices within your organisation
- Learn how to apply automation, tooling, and best practices to optimise service delivery
- Build a strong foundation for future career advancement with in-depth knowledge of a key ITIL Practice
- Access comprehensive study materials, practice exams, and real-world case studies for effective learning and exam preparation.
- The course offers a practice exam simulator as well as regular knowledge checks to help students prepare for the exam
- We offer each student a **FREE exam voucher** (T&Cs apply)
- This ITIL 4 Practitioner: Release Management course is accredited by [PeopleCert](#).

[Find out more](#)



**Let's talk**

+44 8000 850 550

[goodelearning.com](https://goodelearning.com)

