



ITIL® 4 Practitioner:

Service Configuration Management



Framework:
ITIL

Course Level:
Practitioner

Certification Provider:
AEXLOS

Exam Provider
PeopleCert

Duration:
5 hours

Access period:
3 months

ITIL® 4 Practitioner

What's included:

➤ Tutor Support

➤ eBook

➤ Quizzes and exam practice

➤ Works on mobile devices

Course Overview

The ITIL Practitioner: Service Configuration Management course ensures 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. This includes information on how configuration items are configured and the relationships between them.

This practice 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 from the Service Configuration Management practice area.

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 Collect and manage configuration items (CIs) which typically include hardware, software, networks, buildings, suppliers, products and services
- 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 Service Configuration Management 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

Why should you take this course?

ITIL 4 Practitioner: Service Configuration Management enables professionals to:

- Gain a deeper understanding of the Service Configuration 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: Service Configuration Management course is accredited by **PeopleCert**

Syllabus Information

Module 0: Welcome to ITIL 4 Service Configuration Management Practice

Module 0 introduces you to the main course features:

- Introduction to the certification program
- Course navigation video
- Course guide: Exam information, FAQs, and lesson plan

Module 1: Purpose and key concepts

In module 1 we look at some key concepts in the service configuration management practice. There are three core chapters in this module. We begin by looking at the purpose of the service configuration management practice in chapter 1. In chapter 2, we learn about the key processes of the practice. In chapter 3, we discover the practice success factors, or PSFs, and the key metrics by which they're measured..

Module 2: Value streams, processes and people

In module 2, we look at the practice's value streams, processes and people. There are three core chapters in this module. In chapter 1, we discover the processes found in the service configuration management practice. In chapter, 2 we look at value streams and the important role they play in stakeholder satisfaction. In the last core chapter of module 2, we look at the organizational structure of the practice

as well as the roles and responsibilities of the people that work in the practice environment..

Module 3: Support, development and success of the practice

In module 3, we look at what needs to be put in place for the support, development and success of the practice. There are four core chapters in the module. In chapter 1, we look at tools and automation. Then we discuss the role of partners and suppliers in the practice in chapter 2. In chapter 3, we look at how to assess and develop practice capability, and in chapter 4 we explore recommendations to ensure the service configuration practice is successful.

Module 4: The practice exams

Module 4 contains two practice tests provided by PeopleCert.

Module 5: ITIL 4 Change Enablement Practice wrap-up

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: Service Configuration Management 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](#)



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