

ITIL® 4 Practitioner: Change Enablement

Course Outline

Module 1: Key Concepts of the Practice

- Purpose of the Practice
- PSFs and Key Metrics of the Practice
- Key Terms and Concepts:
 - Change
 - Change Model
 - Standard Change
 - Emergency Change
 - Change Authority

Module 2: Processes of the Practice

- Inputs and Outputs of the Processes
- Key Activities of the Processes
- How to Integrate the Practice in the Organisation's Value Streams

Module 3: Roles and Competences of the Practice

- Responsibilities of the Key Roles of the Practice:
 - Change Manager / Coordinator
 - Change Authority
- How to Position the Practice in the Organisational Structure

Module 4: How Information and Technology Support and Enable the Practice

- Explain the Tools Application
- Apply the Recommendations on Automation

Module 5: Role of Partners and Suppliers in the Practice

- Dependencies of the Practice on Third Parties
- How Partners and Suppliers can Support the Practice

Module 6: How the ITIL Capability Model can be Used to Develop the Practice

- How Capability Criteria Support the Practice Capability Development

Module 7: Recommendations for the Practice Success

- Change Enablement Success and Supported by the ITIL Guiding Principles