



## ITIL 4 Practice Manager: Collaborate, Assure & Improve (CAI) Course

### Overview

The **ITIL 4 Practice Manager (PM): Collaborate, Assure & Improve (CAI)** certification is designed for IT professionals responsible for **enhancing collaboration, ensuring service assurance, and driving continual improvement** in IT service management. This module focuses on improving ITSM through **effective communication, stakeholder engagement, quality control, and ongoing service optimization**.

This course is a key part of the **ITIL 4 Practice Manager certification path**, equipping learners with skills to **enhance cross-team collaboration, improve service quality, and implement continual service improvement strategies**.

### Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.
- **Self-Paced eLearning** – Flexible learning at your own pace.
- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.
- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

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### Course Outline

#### Module 1: ITIL 4 Overview & Service Collaboration

- Understanding ITIL 4 principles and service integration.
- The role of **Collaborate, Assure & Improve (CAI)** in IT service management.
- Techniques for effective **stakeholder engagement and collaboration**.

#### Module 2: ITIL 4 Practices for Service Assurance

- Ensuring quality control and continuous service assurance.
- Managing **risk and compliance** in IT services.
- Service validation and testing practices.

#### Module 3: ITSM Continual Improvement Framework

- Applying **Lean, Agile, and DevOps** methodologies to service improvement.
- Implementing continual service improvement (CSI) strategies.

- Measuring performance through KPIs and service reporting.

#### **Module 4: Driving Value Through IT Collaboration**

- Enhancing IT-business alignment through **effective communication**.
- Managing cross-functional teams and improving cooperation.
- Leveraging automation and AI to streamline collaboration efforts.

#### **Module 5: ITIL 4 Practice Manager Exam Preparation**

- Official ITIL 4 **sample papers and mock tests**.
  - Exam-taking strategies & study techniques.
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#### **Learning Outcomes**

After completing this course, candidates will:

- Understand how to **collaborate, assure, and improve IT services effectively**.
  - Learn **best practices for service assurance and continual improvement**.
  - Gain expertise in **cross-team communication, risk management, and ITSM optimization**.
  - Be **fully prepared** for the **ITIL 4 Practice Manager CAI Certification Exam**.
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#### **Who Should Attend?**

This course is ideal for:

- IT professionals responsible for **service assurance, collaboration, and continuous improvement**.
  - IT service managers, risk managers, and business analysts.
  - ITIL 4 Foundation certified professionals aiming to progress to **Practice Manager**.
  - Individuals seeking expertise in **IT governance, risk control, and stakeholder management**.
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#### **Prerequisites**

To take the **ITIL 4 CAI exam**, candidates must have:

- **ITIL 4 Foundation Certification**.
  - Basic knowledge of **service assurance, risk management, and IT service improvement**.
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#### **Exam & Certification**

**ITIL 4 CAI Exam Details:**

- **Exam Provider: PeopleCert** (Web-Proctored Exam)
- **Format:** Multiple Choice
- **Duration:** 90 Minutes
- **Number of Questions:** 40
- **Passing Score:** 70% (28/40 Correct Answers)
- **Retake Option:** Available via PeopleCert Exam Voucher

#### Certification Benefits:

- One of the **modules** required for the **ITIL 4 Practice Manager (PM) designation**.
  - Enhances career opportunities in **IT collaboration, service assurance, and continual improvement**.
  - Recognized globally for **ITSM efficiency, stakeholder engagement, and risk management**.
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#### Frequently Asked Questions (FAQs)

**1. How do I schedule my ITIL 4 CAI exam?** After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

**2. Do I need prior ITIL knowledge?** Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

**3. What study materials are included?** You will receive:

- **Digital eBook**
- **Official ITIL 4 Sample Paper**


**4. Do you offer corporate training?** Yes! We provide **customized corporate training** tailored to your organization's needs.

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#### Enroll Now & Get ITIL 4 Certified!

 **Contact Us for Enrollment & Group Discounts**

 **Visit Our Website:** [www.learnings24x7.com](http://www.learnings24x7.com)

 **Call Us:** +61 1300 433 422

 **Email:** [hello@learnings24x7.com](mailto:hello@learnings24x7.com)

**Advance Your ITSM Career with ITIL 4 Practice Manager CAI Certification!**