ITIL® 4 Practitioner: Service Configuration Management Course

Overview

The **ITIL 4 Practitioner: Service Configuration Management** certification is designed for IT professionals who manage and maintain an **accurate and reliable configuration management system (CMS)**. This module covers **best practices for tracking, controlling, and verifying IT service assets**, ensuring organizations have a clear view of their **IT infrastructure components**.

This course is part of the **ITIL 4 Practitioner certification path**, equipping professionals with the **practical skills** needed to manage service configurations effectively.

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: Introduction to ITIL 4 & Service Configuration Management

- Understanding **ITIL 4 principles** and the importance of **Service Configuration Management**

- The role of **Configuration Management Databases (CMDBs)** in ITSM

- Identifying **service assets, configuration items (CIs), and their relationships**

Module 2: IT Configuration Control & Asset Tracking

- Implementing **Configuration Management Systems (CMS)**

- Maintaining **configuration records, baselines, and version control**

- Managing **IT assets throughout their lifecycle**

Module 3: ITIL 4 Best Practices for Configuration Management

- Establishing **governance policies for Service Configuration Management**

- Integrating **Configuration Management with Change, Incident & Problem Management**

- Monitoring **configuration data accuracy & integrity**

Module 4: IT Security & Compliance in Configuration Management

- Ensuring **regulatory compliance & security in IT configurations**

- Managing **access control & permissions for configuration data**

- Mitigating **risks related to IT service configurations**

Module 5: ITIL 4 Practitioner Exam Preparation

- Official **ITIL 4 sample papers & mock tests**

- **Exam-taking strategies** & study techniques

Learning Outcomes

After completing this course, candidates will:
✅ **Understand Service Configuration Management principles** and their role in ITSM
✅ **Implement and maintain a Configuration Management System (CMS)**
✅ **Ensure IT service asset visibility & accuracy**
✅ **Align configuration management with ITIL 4 best practices**
✅ **Be fully prepared for the ITIL 4 Practitioner: Service Configuration Management Certification Exam**

Who Should Attend?

This course is ideal for:
✓ **IT Service Managers & ITSM Professionals**
✓ **Configuration Managers, IT Asset Managers & IT Architects**
✓ **ITIL 4 Foundation certified professionals** looking to specialize in Service Configuration Management
✓ **Individuals responsible for tracking & controlling IT service assets**

Prerequisites

To take the **ITIL 4 Service Configuration Management exam**, candidates must have:
✅ **ITIL 4 Foundation Certification**
✅ **Basic knowledge of IT asset and configuration management principles**

Exam & Certification

📺 **ITIL 4 Service Configuration Management Exam Details**

- **Exam Provider:** PeopleCert (Web-Proctored Exam)

- **Format:** Multiple Choice

- **Duration:** 60 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 ITIL 4 Practitioner certification**

✓ Enhances **career opportunities in IT service configuration & IT asset management**

✓ Recognized **globally for expertise in Service Configuration Management**

Frequently Asked Questions (FAQs)

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

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

3️⃣ What study materials are included?
You will receive:
- ✅ **Digital eBook**
- ✅ **Official ITIL 4 Sample Paper**

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

Enroll Now & Get ITIL 4 Certified!

📩 **Contact Us for Enrollment & Group Discounts**

🌐 **Visit Our Website:** www.learnings24x7.com

📞 **Call Us:** +61 1300 433 422

📧 **Email:** hello@learnings24x7.com

🚀 **Advance Your ITSM Career with ITIL 4 Practitioner: Service Configuration Management Certification!**