ITIL® 4 Practitioner: Service Level Management Course

Overview

The **ITIL 4 Practitioner: Service Level Management** certification is designed for IT professionals who are responsible for defining, negotiating, monitoring, and improving service levels in IT organizations. This module provides **best practices for ensuring that IT services meet business requirements**, balancing costs, and enhancing customer satisfaction.

This course is part of the **ITIL 4 Practitioner certification path**, equipping professionals with the **practical skills** needed to establish and maintain effective service level agreements (SLAs).

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 Level Management

- Understanding **ITIL 4 principles** and the importance of **Service Level Management (SLM)**
- The role of **SLAs, OLAs (Operational Level Agreements), and underpinning contracts** in ITSM
- Identifying **key performance indicators (KPIs) and success factors**

Module 2: Defining & Negotiating Service Levels

- Establishing **business-aligned SLAs**
- Conducting **service level requirement (SLR) analysis**
- Negotiating service agreements with **stakeholders & vendors**

Module 3: Monitoring & Reporting Service Performance

- Implementing **real-time service monitoring tools**
- Managing **service performance & availability tracking**
- Creating **actionable reports for service improvements**

Module 4: ITIL 4 Best Practices for Service Level Management

- Aligning **SLM with IT governance & business objectives**

- Integrating **SLM with Incident, Problem, and Change Management**

- Ensuring **continuous service improvement**

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 Level Management principles** and their role in ITSM
✅ **Develop and implement effective SLAs & OLAs**
✅ **Monitor & report IT service performance effectively**
✅ **Align service level objectives with ITIL 4 best practices**
✅ **Be fully prepared for the ITIL 4 Practitioner: Service Level Management Certification Exam**

Who Should Attend?

This course is ideal for:

✔ **IT Service Managers & ITSM Professionals**
✔ **Service Level Managers, IT Operations Managers & Business Relationship Managers**
✔ **ITIL 4 Foundation certified professionals** looking to specialize in Service Level Management
✔ **Individuals responsible for defining, monitoring, and improving IT service levels**

Prerequisites

To take the **ITIL 4 Service Level Management exam**, candidates must have:
✅ **ITIL 4 Foundation Certification**
✅ **Basic knowledge of IT service performance management**

Exam & Certification

📺 **ITIL 4 Service Level 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 performance & business alignment**

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

Frequently Asked Questions (FAQs)

1️⃣ How do I schedule my ITIL 4 Service Level 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 service level 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 Level Management Certification!**