



ITIL 4 Practitioner: Supplier Management Course

Overview

The **ITIL 4 Practitioner: Supplier Management** certification is designed for IT professionals responsible for **managing and optimizing supplier relationships to ensure seamless IT service delivery**. This module focuses on **supplier evaluation, contract management, performance monitoring, and risk mitigation** to enhance service quality and alignment with business needs.

This course is part of the **ITIL 4 Practitioner certification path**, equipping learners with **practical skills** to improve supplier engagement, governance, and compliance.

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.

Course Outline

Module 1: Introduction to ITIL 4 & Supplier Management

- Understanding ITIL 4 principles and supplier engagement.
- The role of **Supplier Management** in IT service operations.
- Key principles of supplier governance and relationship building.

Module 2: Supplier Evaluation & Contract Management

- Identifying key suppliers and defining service expectations.
- Managing supplier contracts and SLAs effectively.
- Establishing procurement and vendor selection criteria.

Module 3: Supplier Performance Monitoring & Risk Management

- Tracking supplier compliance and performance metrics.
- Identifying risks and mitigation strategies in supplier relationships.
- Leveraging technology for supplier performance evaluation.

Module 4: ITIL 4 Best Practices for Supplier Management

- Establishing strong governance and supplier collaboration models.
- Aligning supplier management with IT and business strategies.
- Continuous improvement in supplier relationships and service delivery.

Module 5: ITIL 4 Practitioner Exam Preparation

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

Learning Outcomes

After completing this course, candidates will:

- Understand how to **manage supplier relationships effectively**.
 - Learn **best practices for supplier selection, contract management, and performance evaluation**.
 - Gain expertise in **supplier governance, risk management, and compliance**.
 - Be **fully prepared** for the **ITIL 4 Practitioner: Supplier Management Certification Exam**.
-

Who Should Attend?

This course is ideal for:

- IT professionals responsible for **supplier management and IT procurement**.
 - IT service managers, vendor managers, and procurement specialists.
 - ITIL 4 Foundation certified professionals aiming to progress to **Practitioner level**.
 - Individuals seeking expertise in **supplier governance, contract management, and IT service continuity**.
-

Prerequisites

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

- **ITIL 4 Foundation Certification**.
 - Basic knowledge of **supplier relationship management and IT procurement**.
-

Exam & Certification

ITIL 4 Supplier 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 the **ITIL 4 Practitioner certification path**.
 - Enhances career opportunities in **supplier management, IT procurement, and vendor governance**.
 - Recognized globally for **effective supplier collaboration and contract optimization**.
-

Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 Supplier Management 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.

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: Supplier Management Certification!