

# ITIL® 4 SPECIALIST: SUSTAINABILITY IN DIGITAL & IT (SDIT)

## DELIVERY METHODS AVAILABLE:

- Self-Paced e-Learning
- Recorded Classroom
- Virtual Classroom
- Focussed Coaching

## EXAM TYPE:

- Four open-book assignments
- Closed-book multiple choice exam
- **FREE** PeopleCert exam voucher included
- **FREE** course handbook
- Mock exams and quizzes

## PREREQUISITES:

None

## LANGUAGE:

English

## ACCREDITED BY:

**PeopleCert**

All talents, certified.

Learn how digital and IT-powered organizations handle current and future sustainability challenges with this ITIL 4 course from Good e-Learning!

This course teaches demonstrably effective and flexible practices for equipping businesses to champion sustainability in digital and IT.



### WHO IS THIS COURSE AIMED AT?

- IT/Digital/Service Strategists, Service Designers/Architects, Product/Service Managers, and aspiring ITSM Managers
- Managers involved in shaping direction and strategy or developing continually improving teams
- Existing ITIL qualification holders wishing to continue building their knowledge



### WHAT WILL YOU LEARN?

- How to use ITIL's guiding principles to deliver value by creating sustainable digitally enabled products and services
- How to address VUCA challenges (Volatility, Uncertainty, Complexity, and Ambiguity) through sustainable strategies, procurement, products, and practices
- The key principles of sustainability
- How to conduct a full cost-benefit analysis identifying potential risks and opportunities
- What 'sustainability' means and how it can create value
- The practical steps for developing and implementing a sustainability strategy
- The practical skills required to enable an organization to deliver value through sustainable practices



### WHY TAKE THIS COURSE?

- In the Digital Age, digital and IT services are playing an increasingly important role in ensuring companies are sustainable
- The sustainability of a company's practices can be a major selling point
- Skills and experience in sustainability are relevant across a variety of roles and disciplines
- ITIL 4 is the world's most popular and up-to-date framework for effective IT service management (ITSM)
- ITIL certification is an excellent way for professionals to improve earning capacity and unlock new career opportunities
- This course is fully accredited by **PeopleCert** on behalf of **AXELOS**



### IS THERE AN EXAM?

During the training, students must pass four case-study assignments which are graded according to the assessment matrix.

The final exam is a closed-book, multiple-choice exam with 35 questions and a duration of 60 minutes. The pass mark is 65% (23/35).

The test can be taken online at any time via PeopleCert. Candidates will require a webcam and microphone.

