ITIL®
THE LANGUAGE OF GROWTH

PeopleCert

Module Cheat Sheet

ITIL Collaborate, Assure, and Improve (Version 5)

Module Name

ITIL Collaborate, Assure, and Improve (Version 5)

Module in One Sentence

A combined module covering the core concepts and application of five ITIL management practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management.

Core Themes

- Understanding and application of the concepts from five ITIL management practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management
- Practice success factors
- The ITIL Four Dimensions
- The ITIL Capability Model

Target Job Roles

- Service management and delivery roles (e.g., IT Manager Operations, IT Service Manager)
- Service delivery specialists (e.g., IT Operations Specialist)
- Process leads (e.g. Relationship Management, Service Level Management)

Benefits

- Strengthens collaboration and assurance across service management activities
- Supports effective governance of service management practices
- Improves relationships across internal and external stakeholders
- Builds a stronger competitive advantage through a culture of continual improvement
- Aligns strategic goals with tactical and operational plans to support business success

Key Marketing Messages

- Brings collaboration, assurance, and improvement practices together into a single, practical module
- Supports stronger governance, supplier relationships, and service performance
- Ideal for organizations focused on consistency, trust, and continual improvement

Content Summary

This module provides candidates with an understanding of the key concepts, principles, value, and challenges of five ITIL management practices: Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management. It offers best-practice guidance at both strategic and operational levels to help organizations maximise value from these practices.

Assessment Summary

- Multiple-choice exam
- Closed book
- 90 minutes, 60 questions
- Pass mark (65%)

Learning coverage

- Relationship Management
- Supplier Management
- Service Level Management
- Continual Improvement
- Information Security Management
- Collaborate, Assure, and Improve

Prerequisites

- ITIL 4 Foundation
- Accredited training or Official eLearning

Recommended training duration

2-3 days

Have questions?
Contact your PeopleCert Business Development Manager for launch support and partner resources.

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