

ITIL 5 Collaborate, Assure and Improve

Course code: ITIL5CAI

ITIL 5 Collaborate, Assure and Improve is a combined course covering the key concepts of five ITIL practices focused on collaboration, quality assurance, and continual improvement: Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management. The course provides a framework for building a culture of collaboration with customers, partners, and suppliers, setting and monitoring service levels, and maintaining information security in alignment with ITIL value streams. Participants will learn to manage stakeholder relationships, evaluate practice maturity using key metrics, and embed a culture of continual improvement across the organisation.

Target Audience

- IT professionals and service managers who want to deepen their knowledge of relationship management, supplier collaboration, service level agreements, and continual improvement within the IT environment.
- IT specialists and operations managers responsible for ensuring IT service quality, managing security incidents, and developing relationships with internal and external stakeholders.
- Process owners and IT analysts who need a structured approach to integrating collaboration, assurance, and improvement practices into their organisation's value stream.
- IT professionals building their path to the ITIL 5 Practice Manager designation who are looking for a comprehensive certification focused on the strategic and relationship-oriented aspects of IT service management.
- Holders of ITIL Foundation (any version) seeking a practice-focused certification in the Collaborate, Assure and Improve domain.

What You Will Learn

- Key Concepts of Five ITIL Practices: Understand the purpose and core concepts of Relationship Management, Supplier Management, Service Level Management, Continual Improvement, and Information Security Management, and their role in the organisational value stream.
- Practice Success Factors (PSF) and Metrics: Learn to work with practice success factors and key metrics for evaluating the effectiveness and maturity of CAI practices in achieving organisational goals and delivering value to stakeholders.
- Processes and Key Activities: Explore the processes of each practice and learn how to integrate them into the organisation's value stream to enhance collaboration, quality assurance, and continual improvement across service delivery.
- Roles and Competencies: Understand the key roles within the CAI practices and learn how to position them effectively within the organisational structure to drive collaboration, ensure assurance, and facilitate improvement initiatives.
- Information, Technology, Partners, and Suppliers: Discover how technology and collaboration with external partners and suppliers support and enable the effective performance of the Collaborate, Assure and Improve practices.
- ITIL Capability Model: Learn how capability criteria support practice development in alignment with industry best practices and organisational requirements.

Course Content

- Relationship Management: Establishing, analysing, monitoring, and improving links between the organisation and its stakeholders at strategic and tactical levels to ensure business value.
- Supplier Management: Managing supplier relationships, evaluating performance, negotiating contracts, and ensuring alignment with organisational goals and quality standards.
- Service Level Management: Defining, negotiating, monitoring, and reporting on IT service levels to ensure agreed parameters are met and customer satisfaction is maintained.
- Continual Improvement: Systematically identifying and implementing improvement opportunities across the organisation in line with the ITIL Continual Improvement Model.

GOPAS Praha

Na Strži 2097/63
140 00 Praha 4 - Krč
Tel.: +420 226 201 390
info@gopas.cz

GOPAS Brno

Nové sady 996/25
602 00 Brno
Tel.: +420 530 513 590
info@gopas.cz

GOPAS Bratislava

Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 902 903 132
info@gopas.sk



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- Information Security Management: Protecting the organisation's information assets, managing security risks, and ensuring compliance with security policies and regulatory requirements.
- Integration of Practices into the Value Stream: How to connect all five CAI practices to foster effective collaboration, sustained quality, and a culture of continual improvement.
- Technology and Tools for CAI: Overview of technologies and tools supporting relationship management, service level management, supplier management, and improvement initiatives.

Practical Information

- Course duration: 3 days (classroom or online with a live instructor).
- Prerequisites: ITIL Foundation (any version) or ITIL 4 Managing Professional certificate. Completion of accredited training is required.
- Exam: Closed-book, online via PeopleCert, 90 minutes, 60 multiple-choice questions, passing score 65%.
- Language of instruction: English. Official study materials are in English.
- Certificate: PeopleCert ITIL 5 Specialist: Collaborate, Assure and Improve, internationally recognised, renewal every 3 years (60 CPD points).
- Accreditation: Course delivered by an Accredited Training Organisation (ATO) Agilist s.r.o. certified by PeopleCert.

Further Certifications

- ITIL 5 Collaborate, Assure and Improve is one of three specialist modules leading to the ITIL 5 Practice Manager designation. The other modules are ITIL 5 Monitor, Support and Fulfill and ITIL 5 Plan, Implement and Control, only one of the three is required to qualify.
- Successful completion of the ITIL 5 Transformation module is also required to be awarded the ITIL 5 Practice Manager designation.
- The ITIL 5 Practice Manager designation demonstrates advanced expertise in the operational management of ITIL practices and is a recognised proof of hands-on competence in IT service management.

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