

ITIL® 4 Specialist: Create, Deliver, Support - Including Exam

Duration: 3 Days Course Code: ITIL4CDS Delivery Method: Company Event

Overview:

This course provides those IT leaders, practitioners and support staff who already hold the ITIL 4 foundation qualification with an understanding of how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools. It gives them an understanding of service performance, service quality and improvement methods. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.

This course includes an exam

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Target Audience:

Individuals continuing their journey in service management ITSM managers and aspiring ITSM managers ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery

Objectives:

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| ■ The course will help students to understand: | ■ Know how to create, deliver and support services |
| ■ Understand how to plan and build a service value stream to create, deliver and support services | ■ Preparation to sit the ITIL 4 Create, Deliver, Support examination |
| ■ Know how relevant ITIL 4 practices contribute to creation, delivery and support across the SVS and value streams | |

Prerequisites:

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Testing and Certification

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Follow-on-Courses:

- ITIL 4: Drive Stakeholder Value
- ITIL 4: Direct, Plan and Improve
- ITIL 4: High Velocity IT

Content:

Understand the concepts and challenges relating to the following across the service value system:

- Organisational structure
- Integrated/collaborative teams
- Team capabilities, roles, competencies
- Team culture and differences
- Working to a customer-orientated mindset
- Employee satisfaction management
- The value of positive communications

Understand how to use a 'shift left' approach

Know how to plan and manage resources in the service value system:

- Team collaboration and integration
- Workforce planning
- Results based measuring and reporting
- The culture of continual improvement

Understand the use and value of information and technology across the service value system:

- Integrated service management toolsets
- Integration and data sharing
- Reporting and advanced analytics
- Collaboration and workflow
- Robotic process automation (RPA)
- Artificial intelligence and machine learning
- Continuous integration and delivery/deployment (CI/CD)
- Information models

Know how to use a value stream to design, develop and transition new services

Know how the following ITIL practices contribute to a value stream for a new service:

- Service design
- Software development and Management
- Deployment management
- Release management
- Service Validation and testing
- Change Enablement

Know how to use a value stream to provide user support

Know how the following ITIL practices contribute to a value stream for user support:

- Service desk
- Incident management
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management

Know how to co-ordinate, prioritize and structure work and activities to create deliver and support services, including:

- Managing queues and backlogs
- Prioritizing work
- Understand the use and value of the following across the service value system:
- Buy vs build considerations
- Sourcing options
- Service integration and management (SIAM)

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

training@globalknowledge.com.eg

www.globalknowledge.com/en-eg/

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo