

ITIL® 4 Specialist: Create, Deliver, Support - Incluido el examen

Duración: 365 Días Código del Curso: ITIL4CDS Método de Impartición: e-Learning (Self-Study)

Temario:

Enhance your skills in designing, delivering and managing digital products and services. Upgrade your strategy, manage issues effectively and foster a culture of continuous improvement.

What's included:

- 12 month online access
- Official eBook
- Exam voucher – available in 9 languages
- Learning Resource Kit
- Interactive eLearning
- Auto-marked sample papers, Casestudies and Practical exercises
- Device-friendly Mobile-optimised
- 2-3 hour content

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

Dirigido a:

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

Objetivos:

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

Prerequisitos:

■

Exámenes y certificación

90 minutes, 40 multiple choice questions. Pass mark 28/40 – 70%

The exam is included in the course fee.

Siguientes cursos recomendados:

- ITIL4DITS, ITIL® 4 Leader: Digital and IT Strategy + examen
- ITIL4DPI, ITIL® 4 Strategist: Direct, Plan, Improve + examen
- ITIL4DSV, ITIL® 4 Specialist: Drive Stakeholder Value + examen
- ITIL4HVIT, ITIL® 4 Specialist: High Velocity IT + examen

Contenido:

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)

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

info.cursos@globalknowledge.es

www.globalknowledge.com/es-es/

Global Knowledge Network Spain, C/ Retama 7, 6ª planta, 28045 Madrid