

## ITIL® 4 Specialist: Create, Deliver, Support + exam

**Duración: 3 Días**    **Código del Curso: ITIL4CDS**    **Método de Impartición: Curso Remoto (Virtual)**

### Temario:

Este curso de 3 días ITIL® 4 Specialist: Create, Deliver, Support (CDS) proporciona a los líderes de TI, practicantes y personal de apoyo que ya tienen la cualificación básica de ITIL 4 una comprensión de cómo integrar diferentes flujos de valor y actividades para crear, entregar y apoyar los productos y servicios habilitados para TI, y las prácticas, métodos y herramientas pertinentes. Les proporciona una comprensión del rendimiento del servicio, la calidad del servicio y los métodos de mejora. El curso se basa en el sistema de valores de servicio de las mejores prácticas de ITIL 4 que aparece en las últimas directrices de 2019.

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### Curso Remoto (Abierto)

Nuestra solución de formación remota o virtual, combina tecnologías de alta calidad y la experiencia de nuestros formadores, contenidos, ejercicios e interacción entre compañeros que estén atendiendo la formación, para garantizar una sesión formativa superior, independiente de la ubicación de los alumnos.

### Dirigido a:

Personas que continúan su viaje en la gestión de servicios Gestores de ITSM y aspirantes a gestores de ITSM Profesionales de ITSM que gestionan el funcionamiento de productos y servicios digitales y habilitados para TI, y los responsables de la entrega de extremo a extremo.

### 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:

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### 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)

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## Más información:

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

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