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

## Duration: 3 Days  Course Code: ITIL4CDS

## 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 a web proctored exam.
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## Target Audience:

**This course is aimed at:** Individuals continuing their journey in service management. ITSM managers and aspiring ITSM managers. ITSM

## Objectives:

- **After you complete this course you will be able to:**
- 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.

## Prerequisites:

**Attendees should meet the following prerequisites:**

Candidates must hold the ITIL® 4 foundation certificate.

## Testing and Certification

Recommended preparation for exam(s):

- ITIL® 4 - Create, Deliver, Support

The exam is 90 minutes long, 40 multiple choice questions.  Pass mark 28/40 – 70%

Exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

## Follow-on-Courses:

**The following courses are recommended for further study:**

- 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)

## Additional Information:

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Students will receive fully digital student kit, proctor exam voucher, and a digital core guide as standard

## Further Information:

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

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