

## ITIL® 4 Specialist - Create, Deliver, Support - Examen inclus

Durée: 365 Jours    Réf de cours: ITIL4CDS    Méthodes d'apprentissage: E-learning

### Résumé:

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

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### 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.

### Public visé:

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

### Objectifs pédagogiques:

- **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

### Pré-requis:

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- ILFN4 - ITIL® 4 Foundation - Examen inclus

### Test et certification

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

The exam is included in the course fee.

Après cette formation, nous vous conseillons le(s) module(s) suivant(s):

- 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
- ITIL4AMC - ITIL® 4 Specialist: Acquiring & Managing Cloud Services - Examen inclus
- ITIL4DITS - ITIL® 4 Leader - Digital and IT Strategy - Examen inclus
- ITIL4DPI - ITIL® 4 Strategist - Direct, Plan, Improve - Examen inclus
- ITIL4DSV - ITIL® 4 Specialist - Drive Stakeholder Value - Examen inclus
- ITIL4HVIT - ITIL® 4 Specialist - High Velocity IT - Examen inclus

Contenu:

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)