

## ITIL 4 – Create, Deliver, Support

**Duration: 3 Days**    **Course Code: ITIL4CDS**    **Delivery Method: Virtual Learning**

### 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.

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### 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

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## 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)

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## Additional Information:

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## Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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