

ITIL® 4 Specialist: Create, Deliver, Support - Inclusief Examen

Cursusduur: 3 Dagen Cursuscode: ITIL4CDS

Beschrijving:

Deze 3-daagse 'ITIL® 4 Specialist: Create, Deliver, Support (CDS) training biedt IT-leiders, practitioners en ondersteunend personeel (welke al in het bezit zijn van de ITIL 4 foundation certificaat) inzicht in hoe verschillende value streams en activiteiten geïntegreerd kunnen worden om IT-gerelateerde producten te kunnen leveren (create, deliver and support). Ook biedt deze cursus relevante normen, methoden en hulpmiddelen. Het geeft deelnemers inzicht in serviceprestaties, servicekwaliteit en verbetermethoden. De cursus is gebaseerd op het ITIL® 4 best practice service value system dat is opgenomen in de nieuwste 2019 richtlijnen.

This 3-day ITIL® 4 Specialist: Create, Deliver, Support (CDS) 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.

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

Doelgroep:

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

Doelstelling:

- **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

Vereiste kennis en vaardigheden:

■

Examens en certificering

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

The exam is included in the course fee.

Cursusinhoud:

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)

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

info@globalknowledge.nl

www.globalknowledge.com/nl-nl/

Iepenhoeve 5, 3438 MR Nieuwegein