



ITIL®4 Specialist: Create, Deliver, and Support

COURSE 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.

As a part of this course, all candidates will receive an exam voucher to schedule the ITIL Specialist: Create, Deliver, and Support exam through Peoplecert. As of February 1, 2022, all exams will be administered in an online proctored format only. Exams can be scheduled at www.peoplecert.org.

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WHO WILL BENEFIT FROM THIS COURSE?

- 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

PREREQUISITES

Candidates must hold the ITIL 4 Foundation certificate.

COURSE OBJECTIVES

- 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
- Understand the role of governance, risk, and compliance and how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement
- Preparation to sit the ITIL 4 foundation examination



COURSE OUTLINE

Understand the concepts and challenges relating to the following across the service value system:

- Organizational 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 coordinate, 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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- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

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- An enthusiastic student services team is available to answer any questions and ensure a quality training experience

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