

ITIL® 4 Specialist – Create, Deliver and Support

Description

The ITIL® 4 Specialist – Create, Deliver and Support training is designed for professionals who want to strengthen their expertise in service management. It provides a clear perspective on how modern organizations design, deliver, and support services that meet user needs. This approach highlights the importance of performance and quality in enhancing the value perceived by customers.

Why take this ITIL® 4 Specialist training

By attending this course, you will learn how to integrate value streams and optimize the use of ITIL® practices in an operational context. You will discover how to coordinate teams, manage resources, and structure activities to effectively support the creation and delivery of services. The focus is on adopting tools, methods, and practices that drive innovation while ensuring reliability and stability.

Course Content

Module 1: Plan and create a service value stream to create, deliver, and support services

- Concepts and challenges (organizational structure, teams, customer-focused mindset, employee satisfaction, positive communication)
- Shift-left approach
- Plan and manage resources within the Service Value System (SVS)
- Use and value of information and technology across the SVS

Module 2: How relevant ITIL® practices contribute to the creation, delivery, and support of services within the SVS and value streams

- How to use value streams to design, develop, and transition new services
- How selected practices contribute to creating a value stream for a new service (design, development, validation and testing, release, deployment, change)
- How to use value streams to provide user support
- How selected practices contribute to creating a value stream for user support (service desk, incident, problem, knowledge, service level, monitoring and event)

Module 3: How to create, deliver, and support services

- How to coordinate, prioritize, and structure work and activities to create, deliver, and support services (including backlog and queue management, work prioritization)
- Other considerations (buy or build, sourcing options, Service Integration and Management – SIAM)

ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Lab / Exercises

- Practical team-working exercises

Documentation

- Accredited courseware
- Official "ITIL® 4 Create, Deliver & Support" Axelos publication

Exam

This course prepares to the exam:

- ITIL 4® Create, Deliver & Support

This accredited course is mandatory to enable full understanding of the core material.

Participant profiles

- IT service managers
- Service delivery and support managers
- ITSM practitioners seeking to expand their expertise
- ITIL® certification holders aiming to progress

Prerequisites

- To be [ITIL® v4 Foundation](#) certified

Objectives

- Integrate different value streams into the service management system
- Plan and effectively manage the resources required for services
- Leverage information and technology to enhance services
- Design and develop new services aligned with business needs
- Ensure the transition and support of services throughout their lifecycle
- Structure and prioritize work to optimize performance
- Improve service quality through ITIL® 4 practices

Description

ITIL® 4 Specialist Training – Create, Deliver and Support

Niveau

Intermédiaire

Classroom Registration Price (CHF)

2950

Virtual Classroom Registration Price (CHF)

2800

Duration (in Days)

3

Reference

ITIL4-02