

ITIL® 4 Specialist – Create, Deliver and Support

Description

This course covers the 'core' service management activities and expands the current scope of ITIL® to cover the 'creation' of services. It focuses on the integration of different value streams and activities to create, deliver and support IT-enabled products and services whilst also covering supporting practices, methods and tools. It will also cover service performance and will give practitioners an understanding of service quality and improvement methods. Finally, it will enable IT practitioners to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market.

Course Content

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

- Lesson 1: Concepts and challenges (organisational structure, teams, customer-oriented mindset, employee satisfaction, positive communication)
- Lesson 2: 'Shift-left' approach
- Lesson 3: Plan and manage resources in the Service Value System (SVS)
- Lesson 4: Usage and value of information and technology across the SVS

Module 2: How relevant ITIL® practices contribute to create, deliver and support services across the SVS and value streams?

- Lesson 1: How to use value streams to design, develop and transition new services
- Lesson 2: How selected practices contribute to a value stream for a new service (design, development, validation and testing, release, deployment, change)
- Lesson 3: How to use value streams to provide user support
- Lesson 4: How selected practices contribute to 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?

- Lesson 1: How to co-ordinate, prioritize and structure work and activities to create, deliver and support services (incl. managing queues and backlogs, prioritizing work)
- Lesson 2: Other considerations (buy or build, sourcing options, Service Integration And Management (SIAM))

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Lab / Exercises

This course offers:

- Exercices pratiques de travail en équipe

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

- 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
- Existing ITIL qualification holders wishing to develop their knowledge

Prerequisites

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

Objectives

- Understand how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools
- Understand service performance, service quality and improvement methods

Niveau

Intermédiaire

Classroom Registration Price (CHF)

2950

Virtual Classroom Registration Price (CHF)

2800

Duration (in Days)

3

Reference

ITIL4-02