

ITIL® 4 Specialist: Create, Deliver & Support



CATEGORY
IT Service Management



LEVEL
Advanced



DURATION
3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

The target audience for this qualification is:

- 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

ITIL® 4 Foundation certificate is required.

EXAM INFO

- 90 minutes duration
- 40 multiple-choice questions
- 28/40 required to pass
- Closed book

CERTIFICATE

ITIL® 4 Specialist: IT Asset Management

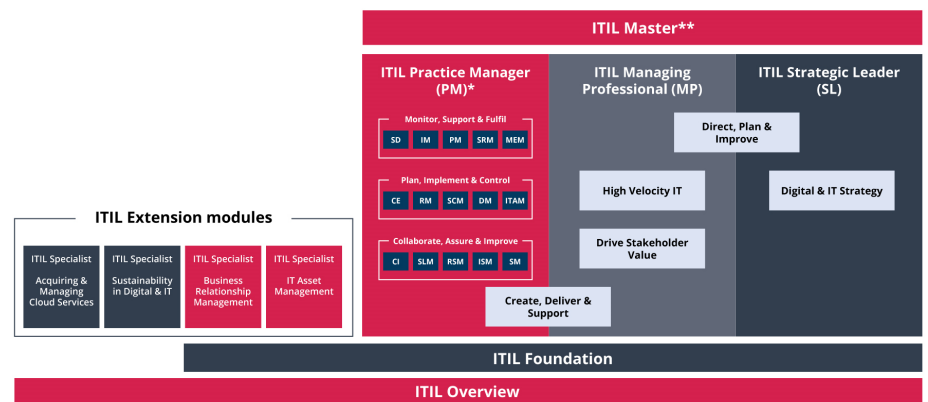
EXAM BODY

AXELOS (PeopleCert)

COURSE DESCRIPTION

ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

The ITIL 4 Certification scheme:



* To be awarded the Practice manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, either individually or as ONE of the three pre-bundled course. These may include the ITAM and BRM extension module from the Practice manager track.

** ITIL Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

This course teaches not only how value streams can be built and managed holistically but how continual improvement iterations and feedback loops can be included in value streams. It explores areas such as development, testing, knowledge, customer and employee feedback, new technologies, sourcing, and ways of managing work. In so doing, it reflects new ways of approaching service management.

COURSE AND LEARNING OBJECTIVES

This course prepares students for the ITIL 4 Create Deliver & Support exam. After participating in this course, a candidate can demonstrate sufficient understanding and application of ITIL 4 to the creation, delivery and support of services, as described in the syllabus, to be awarded the ITIL 4 Create, Deliver and Support qualification. The ITIL 4 Create, Deliver and Support qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows.



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ITIL® 4 Specialist: Create, Deliver & Support



RELATED TRAINING

- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- ITIL® 4 Specialist: Monitor, Support & Fulfil
- SDI® Service Desk Analyst
- SDI® Service Desk Manager
- ISO/IEC 20000 Foundation
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner
- AgilePM® Agile Project Management Foundation
- P3.Express Practitioner

EDUCATION SOLUTIONS

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The purpose of the ITIL 4 Create, Deliver and Support Qualification is:

- to provide the candidate with an understanding on how to integrate different value streams and activities
- to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools
- to provide the candidate with an understanding of service performance, service quality and improvement methods.

COURSE APPROACH

This course is delivered in a classroom setting using a case study and exercises that are designed to provide the candidate with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 CDS test.

COURSE STUDENT MATERIAL

Students will receive an official core guidance eBook, official courseware from AXELOS and exam voucher.



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ITIL® 4 Specialist: Create, Deliver & Support



EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

www.MindMagine.com/education-solutions/



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CONCEPTS COVERED

1. Introduction

- Introduction
- ITIL CDS in the Value Chain

2. Concept and Challenges

- 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
- The shift-left approach

3. Plan and Manage Resources

- Team collaboration and integration
- Workforce planning
- Results based measuring and reporting
- The culture of continual improvement

4. Information and Technology

- 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

5. Plan and Manage Resources

- What is a Value Stream?
- Designing a Value Stream
- Value stream metrics

6. Model Value Stream for New Service

- Model Value Stream for new services
- Service Design practice
- Software development and management practice
- Deployment management practice
- Release management practice
- Service validation and testing
- Change enablement

7. Value Stream for User Support

- Use a value stream to provide user support
- Service desk
- Incident management
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management

8. Manage Work and Activities

- Managing Work-in-progress and Backlogs
- Prioritizing Work
- 'Build vs Buy' considerations
- Sourcing Options
- Service integration and management



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