

COURSE OUTLINE



ITIL® 4 Specialist Create, Deliver and Support (Exam Included)

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Day(s)	Intermediate	IT Service Management	Classroom / Virtual / eLearning	N/A

Course Overview

This module covers the 'core' service management activities and expands the current scope of ITIL to cover the 'creation' of services. This module 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.

This module will also cover service performance and will give practitioners an understanding of service quality and improvement methods.

It will enable IT, practitioners, to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market.

Prerequisite

All modules have ITIL 4 Foundation as a pre-requisite.

Audience

ITIL 4 Specialist Create, Deliver, and Support is aimed at ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery. Accredited training for the ITIL Managing Professional modules is mandatory to enable a full understanding of the core material.

At course completion

The ITIL 4 Create, Deliver and Support course covers the content in relation to the following learning outcomes of the exam specification for the ITIL 4 Managing Professional Transition module:

- Understand how to plan and build a service value stream to create, deliver, and support services
- Know how relevant ITIL practices contribute to the creation, delivery, and support across the SVS and value streams
- Know how to create, deliver and support services

Topics

Module 1: Organization and Culture

Module 2: Effective Teams

Module 3: Information Technology to Create, Deliver and Support services

Module 4: Value Streams

Module 5: Value Stream to Create, Deliver and Support Services

Module 6: Value Stream for User Support

Module 7: Prioritize and Manage Work

Module 8: Commercial and Sourcing Considerations.

(Please note that PeopleCert examinations cannot be sold separately and are included in the course pricing)

ITIL Create, Deliver & Support exam format

Multiple choice examination questions

40 questions

28 marks required to pass (out of 40 available) - 70%

90 minutes duration

Closed book.

Vendor Annotation

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