

## SM-CDS



# ITIL® 4 SPECIALIST: CREATE, DELIVER & SUPPORT (EXAM INCLUDED)

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Days	Advanced	ITIL® 4	Instructor Led	None

## INTRODUCTION

The ITIL® 4 Specialist: Create, Deliver and Support module is part of the Managing Professional stream for ITIL® 4 and participants need to pass the related certification exam for working towards the Managing Professional (MP) designation. The ITIL® 4 Specialist: Create, Deliver and Support 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.

## AUDIENCE PROFILE

The ITIL® 4 Specialist: Create, Deliver and Support course is aimed at ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery. Professionals with following job titles are expected to benefit from this module:

- IT Operations Manager, Availability Manager, Service Desk, Service Managers, Service Architects, Security Manager, Technology Support teams, UX/UI Designer, Development Managers, Developers, Testers, Infrastructure Operations Engineer, Software Developer
- Product owners, Project Managers, Business Relationship Manager; Customer Relationship Manager

## PREREQUISITES

- ITIL® 4 Foundation

## COURSE OBJECTIVES

The learning objectives of the course are based on the following learning outcomes of the ITIL® 4 Specialist: Create, Deliver and Support exam specification:

- 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

## COURSE CONTENT

### Lesson 1: Organization and Culture

#### Organizational Structures

- Team Culture
- Continuous Improvement Culture
- Collaborative Culture
- Customer-Oriented Mindset
- Positive Communication

### Lesson 2: Effective Teams

- Capabilities, Roles and Competencies
- Workforce Planning

- Employee Satisfaction Management
- Results Based Measuring and Reporting

### Lesson 3: Information Technology to Create, Deliver and Support Service

- Integration and Data Sharing
- Reporting and Advanced Analytics
- Collaboration and Workflow
- Robotic Process Automation
- Artificial Intelligence and Machine Learning

- CI/CD
- Information Model

### Lesson 4: Value Stream

- Anatomy of a Value Stream
- Designing a Value Stream
- Value Stream Mapping

### Lesson 5: Value Stream to Create, Deliver and Support Services

- Value Stream for Creation of a New Service

**Lesson 6: Value Stream for User Support**

- Value Stream Model for Restoration of a Live Service

**Lesson 7: Prioritize and Manage Work**

- Managing Queues and Backlogs
- Prioritizing Work
- Shift-Left Approach

**Lesson 8: Commercial and Sourcing Considerations**

- Build or Buy
- Sourcing Models
- Service Integration and Management

## ASSOCIATED CERTIFICATIONS & EXAM

This course will prepare delegates to take the ITIL® 4 Specialist: Create, Deliver, and Support exam. Successfully passing this exam will result in the ITIL® 4 Specialist: Create, Deliver, and Support Certification.

**Exam Prerequisite:**

Note that attendance and completion of the Instructor-led ITIL® 4 Specialist: Create, Deliver, and Support course is mandatory and serves as a prerequisite before attempting the ITIL® 4 Specialist: Create, Deliver, and Support Examination.

**Exam Format:**

- 40 questions, multiple choice examination
- Closed Book
- Online Web Based
- 90 minutes (candidates taking exam in a language that is not their native or working language may be awarded 25% extra time)
- Pass Score 70% or higher – a raw score of 28 marks or above

## BOOK YOUR COURSE & EXAM

**Please Note:**

The ITIL® 4 Specialist: Create, Deliver and Support course bundle includes the ITIL® 4 Specialist: Create, Deliver and Support examination and will be quoted and purchased together.