

ITIL® 4 Specialist – Create, Deliver, & Support

Course Description: This course is aimed at IT Service Management (ITSM) practitioners managing the operation of IT-enabled and digital products and services, and those responsible for the end-to-end delivery.

Candidates acquire an understanding of how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and how to apply relevant practices, methods and tools. This course also provides an understanding of service performance, service quality and improvement methods.

Course Objectives: This course covers the core service management activities & expands the current scope of ITIL® to cover the creation of services. Attendees acquire an understanding of:

- ✓ The integration of different value streams and activities to create, deliver and support IT-enabled products and services
- ✓ Supporting practices, methods and tools
- ✓ Service performance, service quality and improvement methods
- ✓ How to continue to deliver innovative yet reliable technology-enabled services in an increasingly competitive market

Enables you to:

- *Improve Existing Processes*
- *Effectively Manage I.T. Teams*
- *Optimize Value Streams and Workflows*
- *Align Digital Services with Business Strategy*
- *Develop Services to Meet Demand*
- *Integrate New Technologies*
- *Embed Lean, Agile, DevOps Ways of Working*
- *Create an Effective and Streamlined Service Management Function*



Audience: The primary audience for this course includes Service Delivery Managers, IT Operations Managers, Service Desk Agents, Solution Architects, Developers and Testers, Infrastructure Engineers, ITSM Managers, and aspiring ITSM Managers. (Min: 5, Max: 20)

- ✓ For the **IT Professionals** who: Manage, Develop, Deploy, Monitor, Support and Assure Delivery of IT Enabled Digital Products and Services.

Course Length: 20 hours (can be 3-4 days based on customer schedule preference)

Prerequisites: ITIL® 4 Foundation Certification (mandatory accredited training course)

Course Materials:

- ✓ Instructor-led presentation, facilitation, discussion, and application
- ✓ Pre-class resources via online Learner Portal (unique credentials)
- ✓ Learner Manual (210-pg) with study aids and assignments
- ✓ ITIL® 4 CDS Reference Card and Handouts

- ✓ Participation in our in-class GAMEON! An Interactive Learning Experience®
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Course curriculum is provided by ITSM Academy® and attendees earn 18 PDUs
- ✓ Three-month free subscription to MyAxelos (Practice Guides, Case Studies, etc.)
- ✓ ITIL® 4 CDS Digital Core Guidance (eBook) from Axelos provided at exam registration.

Certification Exam: The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: Create, Deliver, and Support (CDS)

Module 1: Planning and Building Values Systems

- Concepts and Challenges
- Planning and Managing Resources
- Using a Shift Left Approach

Module 2: Using Value Streams and Practices

- Value Streams and Value Stream Mapping
- Development of a New Service
- Restoration of Live Service

Module 3: Creating, Delivering and Supporting Services

- Build vs. Buy Considerations
- Sourcing Considerations and Options
- Service Integration and Management
- Coordinating, Prioritizing and Structuring Work

Module 4: Using Information and Technology

- Automation of Service Management
- Integration and Data Sharing
- Reporting and Advanced Analytics
- Continuous Integration/Delivery/Deployment

