

ITIL® 4 Specialist – Create, Deliver and Support (3 Day)

Description:

ITIL Create, Deliver and Support provides guidance that further explores the concepts introduced in ITIL 4 Foundation. It is the logical next step for those wanting to make immediate tangible changes to their organization's working methods in service management. The module is a practical and holistic approach to the creation and management of effective and streamlined services.

ITIL Create, Deliver and Support course provides guidance on the cultural and team management aspects of product and service management, and an overview of the various tools and technologies that support service management. This course discusses how to integrate management practices in end-to-end value streams.

ITIL 4 takes a holistic approach to building and modifying technology-enabled services from demand to value. This course is about utilizing service management, adapting and adopting best practices, and using the ITIL service value system (SVS) framework to facilitate value co-creation in organizations. The course provides practical guidance for those who work within the broad scope of technology-enabled services. It provides clear guidance on how to collaborate and coordinate efforts to design, build, and support integrated and effective products and services, building from ITIL Foundation.

ITIL 4 describes a service value chain of six activities. These activities can be combined in various ways to create value streams. This course covers the integration of these activities in order to enable the creation, delivery, operation, and continual improvement of technology-enabled products and services. It is important to understand that there is no uniform approach to successful service delivery. Context, requirements, and resources vary across organizations. Success in service management requires pragmatism and creativity, not doctrine and dogma.

This course describes 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.

Prerequisites:

You are required to have successfully attained your ITIL 4 Foundation certificate.

Who Should Attend

This course is aimed at IT service management practitioners who are seeking to obtain the ITIL Managing Professional (MP) designation, and/or responsible for the operation of IT-enabled and digital services and for end-to-end support and delivery.

Roles include: Service Desk Directors/Managers; IT Infrastructure & Support Directors/Managers; Problem, Change, and Release Managers; DevOps Directors/Managers; Continual Improvement Program/Project Directors/Managers; Senior Service & Support Analysts; Process/Practice Owners; Service Level Management Directors/Managers.

Learning Outcomes:

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

Class Agenda:

- Introduction
- The evolution of professionalism in IT and service management
- Using information and technology to create, deliver, and support services
- Value streams to create, deliver, and support services
- Prioritizing and managing work
- Conclusion
- Appendix A: Examples of value streams
- Further research

Course Student Material:

Students will receive an ITIL® 4 Create, Deliver and Support classroom workbook containing all of the presentation materials, course notes, case study, exam syllabi, and sample exams.

About the Course:

The maximum number of candidates per class is 8.

About the Exam:

The exam is included with the course.

The exam is a closed book exam that consists of 40 multiple multiple-choice questions with four options (same format as an ITIL Foundation exam).

The pass rate is set at 70% (28 correct answers) and the available time is 90 minutes. Non-English speaking candidates receive an additional 25% of extra time (113 minutes).

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