TOC: ITIL 4 Specialist Create, Deliver and Support

Module 6: Value Stream for User Support

- Value Stream Model for Restoration of a Live Service

Module 7: Prioritize and Manage Work

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

Module 8: Commercial and Sourcing Considerations

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