ITIL® 4 Specialist: Create, Deliver and Support

Course Duration: 24 Hours (3 Days)

Overview

The ITIL® 4 Specialist Create, Deliver and Support course is an essential part of the ITIL 4 certification path and focuses on the integration of different value streams and activities to create, deliver, and support IT-enabled products and services. Aimed at IT service management practitioners, this course equips learners with the know-how to foster an effective team culture, improve organizational structures, and implement a continuous improvement culture to enhance service quality and efficiency. Learners will delve into the intricacies of information technology integration, including Advanced analytics, Robotic process automation, and AI, to streamline service creation and support. The course also covers the design and mapping of value streams, prioritizing work using a Shift-left approach, and considers Commercial and sourcing models to optimize service delivery. By completing this course, individuals will be well-versed in sophisticated service management techniques that drive Customer satisfaction and business success.

Audience Profile

The ITIL® 4 Specialist Create, Deliver and Support course is designed for IT practitioners focused on service management and improvement.

- IT Service Managers
- IT Directors
- IT Consultants
- IT Audit Managers
- IT Project Managers
- Operations Managers
- Quality Analysts
- Process Owners
- Service Desk Managers
- DevOps Team Members
- IT Architects
- Software Developers
- IT Support Staff
- Data Analysts
- Business Managers responsible for IT services
- Professionals aiming to learn about advanced ITIL practices
- Anyone involved in the design, delivery, and support of IT-enabled services

Course Syllabus

Module 1: Organization and Culture

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

Module 2: Effective Teams

- Capabilities, Roles and Competencies
- Workforce Planning
- Employee Satisfaction Management
- Results Based Measuring and Reporting

Module 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

Module 4: Value Stream

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

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

- Value Stream for Creation of a New Service

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