



ITIL 4 Specialist Create, Deliver and Support

Summary

Length: 20 hours Level: Experienced

Get certified for the ITIL 4 certification exam with the ITIL 4 Specialist Create, Deliver and Support course and lab. The ITIL 4 course and lab cover ITIL 4 exam objectives and help you comprehend the primary aspects that influence the success of ITIL's new service value system (SVS) business model creation, delivery, and support. This ITIL training guide is equipped with the best learning resources that will help students skills of using value streams to define a minimum viable practice.

Learning Objectives

The ITIL® 4 Specialist: Create, Deliver, and Support module is part of the ITIL 4 Managing Professional stream. The certification module covers the integration of various value streams and activities to create, deliver, and support IT-enabled products and services. Individuals who are continuing their journey in service management, ITSM managers, and ITSM practitioners will benefit from ITIL 4 Specialist Create, Deliver, and Support.

Course Outline

- 1. Introduction**
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- 2. The evolution of professionalism in IT and service management**
 - Organizations, people, and culture
 - Building effective teams
 - Developing team culture
 - Summary
- 3. Using information and technology to create, deliver, and support services**
 - Integration and data sharing
 - Reporting and advanced analytics
 - Collaboration and workflow
 - Robotic process automation
 - Artificial intelligence
 - Machine learning
 - Continuous integration, continuous delivery, and continuous deployment
 - The value of an effective information model
 - Automation of service management
 - Summary
- 4. Value streams to create, deliver, and support services**
 - ITIL service value streams
 - Model value streams for creation, delivery, and support
 - Using value streams to define a minimum viable practice
 - Summary
- 5. Prioritizing work and managing suppliers**
 - Why do we need to prioritize work?
 - Commercial and sourcing considerations

Summary

6. **Conclusion**

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Audience

Delegates attending this course must have successfully achieved the ITIL 4 Foundation Qualification.

Prerequisites

While there are no prerequisites for this course, please ensure you have the right level of experience to be successful in this training.