

ITIL,Â® 4 Specialist: Create, Deliver and Support Training

Course#: ITSM-15

Duration: 3 Days

Price: 600.00

Course Description

Create, Deliver and Support covers all areas of IT from design to launch and support of products and services.

Gain the practical skills to plan and build a Service Value Stream to create, deliver and support services.

Immersive learning with a blend of live sessions, self-paced videos, case studies, assessments and more.

Objectives

Audience

Prerequisites

ITIL 4 Foundation

Content

1. Introduction

Describe the evolution of ITIL, Define different components of ITIL, and List the benefits of ITIL. Explain value from the perspective of service providers and service consumers.

Topics:

About ITIL 4

Components of ITIL 4 Framework

Benefits of ITIL

Value

2. Evolution of Professionalism in IT and Service Management

Understand the organizational structure and types. Learn how to build an effective team focusing on value creation. Get a deep understanding of the need and the characteristics of team culture.

Topics:

Organizations, People and Culture

Building Effective Teams

Developing Team Culture

3. Use of Information and Technology to Create, Deliver and Support Services

Get an understanding of integration topologies and data sharing through integration. Understand the basics of Data Analytics and Big Data, and know more about collaboration and workflows. Get a brief understanding of RPA, AI, and ML. Describe the CI/CD. Understand the information model and identify the toolsets used in automation.

Topics:

Integrating and Data Sharing

Reporting and advanced analytics

Collaboration and Workflow

Robotic Process Automation

Artificial Intelligence

Machine Learning

Continuous integration, continuous delivery, and continuous deployment

Value of an effective information model

Automation of service management

4. Value Streams to Create, Deliver and Support Services

Identify value streams involving different scenarios. Describe the value stream for CDS. Understand the concept of the MVP.

Topics:

ITIL Service Value Streams

Model value streams for Creation, Delivery, and Support

Using value streams to define a minimum viable practice

5. Prioritizing and Managing Work

Analyze the need and how to prioritize work. Identify the different factors to consider during sourcing strategy.

Topics:

Need for prioritizing work

Commercials and sourcing considerations