

ITIL 4 Specialist - Create, Deliver and Support

TRAINING COURSE OUTLINE



Introduction

The ITIL® Specialist – Create, Deliver & Support (CDS) is one of five courses needed to achieve ITIL 4’s Managing Professional (MP) designation.

This 3-day course covers the core service management activities and expands beyond the current scope of ITIL v3 to cover the ‘creation’ of services.

The course agenda covers the following ITIL 4 practices to help you understand the major factors that contribute to the successful creation, delivery, and support across ITIL’s new service value system (SVS) business model:

- ❖ Service design price and orchestration
- ❖ Software development and management
- ❖ Deployment management
- ❖ Release management
- ❖ Service validation and testing
- ❖ Change enablement
- ❖ Ensuring stakeholder satisfaction
- ❖ Service Desk
- ❖ Incident management – detection and resolution
- ❖ Problem management
- ❖ Knowledge management
- ❖ Service level management
- ❖ Monitoring and event management

Duration

4 – days workshop

Course Objectives

The course will help participant understand how to plan and build a service value stream to create, deliver, and support services:

- ❖ Learn the concepts and challenges that relate to organizational structure, team capabilities, roles, and culture across the Service Value System (SVS)
- ❖ Understand the value of positive communications
- ❖ Understand the planning and management of resources in the SVS
- ❖ Understand the value and use of IT across the SVS
- ❖ Discover how relevant ITIL practices contribute to creation, delivery, and support across the SVS and value streams:
- ❖ Learn how to design, develop, and transition a value stream using ITIL practices
- ❖ Learn how to better provide user support using ITIL practices
- ❖ Learn how to create, deliver, and support services:
- ❖ Discover how to prioritize, structure, and coordinate work and activities
- ❖ Understand buy versus build considerations, sourcing options, and service integration management (SIAM)
- ❖ Prepare to exam ITIL Specialist – Create, Deliver and Support Certificate

Target Audiences

- ❖ All IT Professionals
- ❖ IS/IT Manager
- ❖ IT Service Manager
- ❖ Change Manager, Delivery Manager, MIS Manager
- ❖ IT Project Manager
- ❖ IT Architect, System Architect, Enterprise Architect
- ❖ Business Process Analyst, Business Analyst
- ❖ Service Desk Manager, IT Operation Manager
- ❖ IT Director, Head of IT
- ❖ ITSM Consultants
- ❖ CIO/CTO

- ❖ IT Staffs, IT Supervisor, Service Desk, IT Engineers, Application Developer, DevOps, IT Auditor, and other IT-related positions
- ❖ Anyone seeking ITIL Specialist – Create, Deliver and Support Certification and everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.

Prerequisites

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

Exam & Certification

- ❖ The exam is administered by PeopleCert. Candidate must learn at Accredited ITIL Training Provider with Accredited ITIL Trainer.
- ❖ The exam is 90 minutes in duration, includes 40 multiple-choice questions and is administered online by an independent examination body.
- ❖ A passing mark of 70% is required to receive your certificate. An exam review is included in the course to help prepare attendees for the final exam.
- ❖ You will attain 18 professional development units (PDUs) for Project Managers.

Course Content

Module 1: Introduction to service management

- ❖ Key concepts of service management
- ❖ The Guiding Principles
- ❖ The four dimensions of service management
- ❖ The service value system
- ❖ The service value chain
- ❖ Continual Improvement Model
- ❖ The Create, deliver and support in the value chain

Module 2: Organization and Peoples

- ❖ Integrated/Collaborative teams
- ❖ Team Capabilities, roles, competencies
- ❖ Team culture and differences
- ❖ Working to a customer-oriented mindset
- ❖ Employee satisfaction management
- ❖ The value of positive communications
- ❖ Understand how to use “Shift left” approach

Module 3: Understanding and managing resources

- ❖ Team collaboration and integration
- ❖ Workforce planning
- ❖ Result based measuring and reporting
- ❖ The culture of continual improvement

Module 4: Information and Technology

- ❖ Integrated service management toolsets
- ❖ Integration and data sharing
- ❖ Reporting and advanced analytics
- ❖ Collaboration and workflow
- ❖ Robotic process and automation
- ❖ Artificial intelligence and machine learning
- ❖ Continuous integration, deployment/delivery
- ❖ Information models

Module 5: Value Stream

- ❖ Use a value stream to design, develop and transition new services
- ❖ Use a value stream to provide user support
- ❖ Service design practice
- ❖ Software development practice
- ❖ Deployment management practice
- ❖ Release management practice
- ❖ Service Validation and Testing practice
- ❖ Change enablement practice

Module 6: Model value stream for restoring a live service

- ❖ Providing user support
- ❖ Service desk practice

- ❖ Incident management practice
- ❖ Problem management practice
- ❖ Knowledge management practice
- ❖ Service level management practice
- ❖ Monitoring and event management practice

Module 7: Prioritizing work and managing queues

- ❖ Co-ordinating, prioritizing and structuring work and activities
- ❖ Managing queues and backlogs
- ❖ Prioritizing work
- ❖ Buy and build considerations
- ❖ Sourcing options
- ❖ Service integration and management

Notes: Apex Global is Accredited ITIL Training Provider in Vietnam. We have been trained successfully 17 ITIL Experts in year 2018, 2019.

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