



# ITIL® 4 Specialist:

## Create, Deliver, and Support Course

### COURSE INFORMATION

**Certification:** ITIL® 4 Specialist: Create, Deliver, and Support

**Duration:** 4 Days

**Delivery Method:** Virtual Classroom with Live Instructor

**Accreditor:** PeopleCert on behalf of AXELOS

**Available Languages:** English

### COURSE DESCRIPTION

The ITIL® 4 Specialist: Create, Deliver, and Support module is part of the Managing Professional stream for ITIL 4 and participants need to pass the related certification exam for working towards the Managing Professional (MP) designation. The ITIL® 4 Specialist: Create, Deliver, and Support module focuses on the integration of different value streams and activities to create, deliver and support IT-enabled products and services whilst also covering supporting practices, methods, and tools.

The ITIL® 4 Specialist: Create, Deliver, and Support course is a 4-day course based on the ITIL® 4 Specialist: Create, Deliver, and Support exam specification from AXELOS. With the help of ITIL® 4 concepts and terminology, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® 4 Specialist: Create, Deliver, and Support certification exam.

### AUDIENCE

The ITIL® 4 Specialist: Create, Deliver, and Support course is aimed at ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.

Professionals with following job titles are expected to benefit from this module:

- IT Operations Manager, Availability Manager, Service Desk, Service Managers, Service Architects, Security Manager, Technology Support teams, UX/UI Designer, Development Managers, Developers, Testers, Infrastructure Operations Engineer, Software Developer
- Product owners, Project Managers, Business Relationship Manager; Customer Relationship Manager

### LEARNING OBJECTIVES

The learning objectives of the course are based on the following learning outcomes of the ITIL® 4 Specialist: Create, Deliver, and Support exam specification:

- Understand how to plan and build a service value stream to create, deliver, and support services
- Know how relevant ITIL practices contribute to the creation, delivery and support across the SVS and value streams
- Know how to create, deliver, and support services

### PREREQUISITES

For taking the ITIL® 4 Specialist: Create, Deliver, and Support course, a candidate must have passed the ITIL® 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

### COURSE MATERIALS

The ITIL® 4 Specialist: Create, Deliver, and Support course includes the following course components:

#### For Participants

- Course Book (eBook or printed)
- Pre-course Reading
- Post-course Reading
- Practice Questions

### EXAM FACTS

**Delivery:** Online (Web-based)

**Format:** Closed book

**Proctoring:** Web-proctored

**Duration:** 90 minutes (candidates taking exam in a language that is not their native may be awarded 25% extra time)

**# of Questions:** 40 simple multiple choice (1 mark per question)

- Bloom's Level 2 and 3

**Pass Grade:** 70% or higher (28 correct answers)

### EXAM LOCATION

Exam will be conducted online with a virtual proctor using an exam voucher which is included with the purchase of the course.

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## Create, Deliver, and Support Course

Day 1	Day 2	Day 3	Day 4
Course Introduction	Module 3: Information Technology to Create, Deliver, and Support Services (Contd.)	Module 5: Value Stream to Create, Deliver, and Support Services (Contd.)	Module 8: Commercial and Sourcing Considerations
Module 1: Organization and Culture	Module 4: Value Streams	Module 6: Value Stream for User Support	Exam Preparation
Module 2: Effective Teams	Module 5: Value Stream to Create, Deliver, and Support Services	Module 7: Prioritize and Manage Work	
Module 3: Information Technology to Create, Deliver, and Support Services			

### COURSE OUTLINE

#### 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