

# ITIL v4 Specialist: Create, Deliver and Support

## Overview

This course provides those IT leaders, practitioners and support staff who already hold the ITIL 4 foundation qualification with an understanding of how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools. It gives them an understanding of service performance, service quality and improvement methods. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.

## The course will help students to understand:

- Understand how to plan and build a service value stream to create, deliver and support services
- Know how relevant ITIL 4 practices contribute to creation, delivery and support across the SVS and value streams
- Know how to create, deliver and support services
- Preparation to sit the ITIL 4 Create, Deliver, Support examination
- Understand the role of governance, risk and compliance and how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement
- Preparation to sit the ITIL 4 foundation examination

## Course Outline

- Understand the concepts and challenges relating to the following across the service value system:
  - Organisational structure
  - Integrated/collaborative teams
  - Team capabilities, roles, competencies
  - Team culture and differences



## InspiringWays

### Training

- Working to a customer-orientated mindset
- Employee satisfaction management
- The value of positive communications
- Understand how to use a 'shift left' approach
- Know how to plan and manage resources in the service value system:
  - Team collaboration and integration
  - Workforce planning
  - Results based measuring and reporting
  - The culture of continual improvement
- Understand the use and value of information and technology across the service value system:
  - Integrated service management toolsets
  - Integration and data sharing
  - Reporting and advanced analytics
  - Collaboration and workflow
  - Robotic process automation (RPA)
  - Artificial intelligence and machine learning
  - Continuous integration and delivery/deployment (CI/CD)
  - Information models
- Know how to use a value stream to design, develop and transition new services
- Know how the following ITIL practices contribute to a value stream for a new service:
  - Service design
  - Software development and Management
  - Deployment management
  - Release management
  - Service Validation and testing
  - Change Enablement
- Know how to use a value stream to provide user support
- Know how the following ITIL practices contribute to a value stream for user support:
  - Service desk
  - Incident management
  - Problem management
  - Knowledge management
  - Service level management



- Monitoring and event management
- Know how to co-ordinate, prioritize and structure work and activities to create deliver and support services, including:
  - Managing queues and backlogs
  - Prioritizing work
- Understand the use and value of the following across the service value system:
  - Buy vs build considerations
  - Sourcing options
  - Service integration and management (SIAM)

## **Who should attend**

- Individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery

## **Prerequisites**

Candidates must hold the ITIL 4 Foundation certificate.