CLC AFRICA
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ITIL®4 – Create, Deliver, Support

Duration: 3 Days Course Code: ITIL4CDS

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.
This course includes an exam

Target Audience:

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

Objectives:

■ **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

Prerequisites:

■ Candidates must hold the ITIL 4 foundation certificate

Testing and Certification

■ 90 minutes, 40 multiple choice questions. Pass mark 28/40 – 70%

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Follow-on-Courses:
■ ITIL 4: Drive Stakeholder Value
■ ITIL 4: Direct, Plan and Improve
■ ITIL 4: High Velocity IT

Content:

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
- 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 relating to the following across the serviceand technology across the service value 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)

Further Information:

For More information, or to book your course, please Email us on:

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