

**Module Title : ITIL® 4 Specialist: Create, Deliver and Support**

**Duration : 3 days**

## Overview

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 3-days 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.

## Target Student

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 the 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

## 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