

ITIL®4 Specialist Create, Deliver and Support (NL)

Group Training

Training code	CGAIT4CDCD
Spoken Language	Dutch
Language Materials	English
Dayparts	6
Price	€2.150,00 excl. VAT No extra costs.

What is ITIL®4 Specialist Create, Deliver and Support

This training covers the core service management activities and extends the current scope of ITIL to the 'creation' of services. This module focuses on integrating different value streams and activities to create, deliver and support IT-enabled products and services, while also supporting practices, methods and tools.

Who should attend ITIL®4 Specialist Create, Deliver and Support

ITIL 4 Specialist Create, Deliver and Support is aimed at IT Service Managers who manage IT-enabled digital products and services, and those responsible for end-to-end delivery. After this training you will be able to continue to offer your customers innovative, yet reliable, technical support in an increasingly competitive market.

ITIL 4 Foundation is a mandatory pre-requisite.

Prerequisites

ITIL 4 Foundation

During this training you need a laptop with access to internet.

Objectives

Understand the concepts and challenges relating to the following across the service value system:

- a) Organizational structure
- b) Integrated/collaborative teams
- c) Team capabilities, roles and competencies

- d) Team culture and differences
- e) Working to a customer-orientated mindset
- f) Employee satisfaction management
- g) The value of positive communications

Know how the following ITIL practices contribute to a value stream for a new service (including subsections), and the following references from the practice guidance):

- a) Service design
- b) Software development and management
- c) Deployment management
- d) Release management
- e) Service validation and testing
- f) Change enablement
- g) Service desk
- h) Incident management
- i) Problem management
- j) Knowledge management
- k) Service level management Monitoring and event management

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