

ITIL®4 Specialist Create, Deliver and Support (EN) e-Learning

e-Learning

Training code CGAIT4CDEE

Spoken Language <?php?> English

Language Materials English

Price €900,00

excl. VAT No extra costs.

What is ITIL®4 Specialist Create, Deliver and Support e-learning

This e-learning covers the core service for creating, delivering and supporting services. This module focuses on integrating different value streams and activities to create, deliver and support IT-enabled products and services, and the practices, methods, and tools that support these value streams.

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

- IT Service Managers: Oversee the delivery of IT services, ensuring they meet business needs.
- IT Project Managers: Manage IT projects from inception to completion, ensuring alignment with business goals.
- Service Desk Managers: Lead service desk teams to provide efficient and effective support to endusers.
- IT Consultants: Advise organizations on best practices for IT service management and improvement.
- IT Operations Managers: Ensure the smooth operation of IT infrastructure and services.
- Business Relationship Managers: Bridge the gap between IT and business, ensuring IT services meet business requirements.
- IT Developers: Develop and maintain IT solutions that support business processes.
- Change Managers: Manage changes to IT services, minimizing disruption and ensuring successful implementation.
- Incident Managers: Handle incidents to restore normal service operation as quickly as possible.
- Problem Managers: Identify and resolve the root causes of incidents to prevent recurrence.

Prerequisites

Participants should have the ITIL®4 foundation certificate and have experience in IT management.



Familiarity with IT operations and service management practices is beneficial.

Objectives

At the end of the training you will be able to:

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

- Organizational structure.
- Integrated/collaborative teams.
- Team capabilities, roles, and competencies.
- Team culture and differences.
- Working to a customer-oriented mindset.
- Employee satisfaction management.
- The value of positive communications.

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.
- Service desk.
- Incident management.
- Problem management.
- Knowledge management.
- Service level management.
- Monitoring and event management.

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