

## 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 e-learning

- 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 end-users.
- 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.

If a third-party copyright applies to this course, you will find the copyright on <https://academy.capgemini.nl/en/topic/trademarks/>

Capgemini Academy's general terms and conditions are applied to all products and services mentioned within this document. For the latest version please check <https://academy.capgemini.com/>. The rates of products and services mentioned in this document are subject to change. For the most recent rates, please also visit our website.

---

## About Capgemini Academy

Capgemini Academy's professionals offer what people in IT need. Our professionals have a keen eye for motivation, talent and are aware of specific contexts and circumstances. They move people to move. Programmes and courses that originate from daily experience of our both didactical and substantively strong trainers, light a fire within the individual IT professionals. Real life stories of our professionals' experience that tell how to solve problems and work with the people around it, do the rest.

An organization, like ours, helps people and their organizations day by day to get the best out of themselves and each other. We prepare them to defy tomorrow's challenges. We stimulate learning and curiosity. In order for individual IT professionals and their employers, to build better, longer and more intensive relationships. For mutual benefit.

Capgemini Academy. We transform IT professionals  
[academy.capgemini.nl](https://academy.capgemini.nl)

IN/3A-018.18