

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

Group Training

Training code	CGAIT4CDCE
Spoken Language	English
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 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

- IT Service Managers: Oversee the delivery of IT services, ensuring they meet business needs and customer expectations.
- IT Project Managers: Manage IT projects from inception to completion, focusing on delivering value and meeting project goals.
- Service Desk Managers: Lead service desk teams, ensuring efficient handling of incidents and service requests.
- IT Consultants: Provide expert advice on IT service management practices, helping organizations implement and optimize ITIL processes.
- IT Operations Managers: Manage day-to-day IT operations, ensuring systems and services are reliable and efficient.
- Business Relationship Managers: Act as the liaison between IT and business units, ensuring IT services align with business objectives.
- IT Support Staff: Provide technical support and troubleshooting, ensuring smooth operation of IT services.
- Change Managers: Oversee the change enablement process, ensuring changes are implemented smoothly and with minimal disruption.
- Incident Managers: Manage the incident management process, ensuring timely resolution of incidents to minimize impact on services.

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- Problem Managers: Identify and manage the root causes of incidents, preventing recurrence and improving service quality.

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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