

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

Group Training

Training code	CGAIT4CDCE
Spoken Language	English
Language Materials	English
Dayparts	6
Price	€2.050,00 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.

This training includes a voucher for the official, internationally recognized exam.

The costs of the exam voucher are included in the price of the training. Shortly after the start of the training you will receive a voucher with which you can reserve your exam.

Bear in mind that you must plan your exam at least 5 working days in advance.

For more info check: <https://academy.capgemini.nl/en/topic/exams-capgemini-academy>

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

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

Exam Information

- Exam duration (minutes): 90 min
- % extra time for non-native speakers: 25%
- Number of exam questions: 40
- Minimum to pass out of total questions: 28
- Exam style: Multiple choice
- Open Book: No

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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.

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