

# **ITIL Specialist: Create, Deliver, and Support**

**Modality:** Virtual Classroom

**Duration:** 3 Days

***"If you enroll in this course without the Master Subscription plan, you receive a Free Official Exam Voucher for The ITIL Specialist: Create, Deliver, and Support Exam"***

## **About This Course:**

This three-day hands-on program leads to a ITIL Specialist Certificate in ITIL Create, Deliver, and Support. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of value stream design, practice creation and alignment, and cross-functional collaboration model

## **Course Objectives:**

- Plan and build value streams
- Use ITIL practices to support the creation of new services
- Use ITIL practices to provide effective user support
- Coordinate, Prioritize, and Structure Work Activities
- Assess Build vs Buy Considerations
- Assess Sourcing Alternatives
- Service Integration and Management (SIAM)

## **Audience:**

All IT staff and Management responsible for the creation of new services, service transition planning, ongoing service delivery, and user support would benefit from this course.

- Service Desk personnel and Management
- Technical Support personnel and Management
- Data Center Operations personnel and Management
- Security Operations personnel and Management
- Application Support Personnel and Management
- Project and Program Managers looking to better integrate Operational Readiness

## **Prerequisites:**

All students need to have completed and passed the ITIL 4 Foundation examination prior to attending this course.

## **Course Outline:**

- Plan and build value streams
- Align organizational structure
- Create a customer-oriented mindset
- Understand “shift-left” and how to use it to improve velocity
- Learn effective collaboration and team development techniques
- Establish effective information workflows and knowledge sharing

Use practices to support the creation of new services such as

- Service Design
- Software Development and Management
- Deployment Management
- Release Management
- Service Validation and Testing
- Change Enablement

Use practices to provide effective user support

- Service Desk
- Incident Management
- Problem Management
- Knowledge Management
- Service Level Management
- Monitoring and Event Management

Coordinate, Prioritize, and Structure Work Activities

- Managing Queues and Backlogs
- Prioritization
- Assess Build vs Buy Considerations
- Assess Sourcing Alternatives
- Using Service Integration and Management (SIAM)