ProTech Professional Technical Services, Inc.

ITIL® 4 Specialist: Create Deliver and Support (CDS) Certification Program

Course Summary

Description

The ITIL® best practice provides proven guidance to support organizations on their digital transformation journey. ITIL® 4 is the next iteration that incorporates all the best from previous versions and expands on this body of knowledge, by providing a practical and flexible approach to support organizations with a focus on delivering customer outcomes and value through IT-enabled services.

ITIL® 4 provides an end-to-end operating model for the delivery and operation of tech-enabled products and services. It enables IT teams to continue to play a crucial role in wider business strategy and integrates concepts from other industry best practices such as Lean, Agile and DevOps.

The advanced-level ITIL® 4 Managing Professional courses have been developed for IT practitioners working within technology and digital teams across organizations. To obtain the ITIL® 4 Managing Professional designation, the candidate needs to complete all courses in the ITIL® 4 Managing Professional stream:

- ITIL® 4 Specialist: Create, Deliver and Support
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Strategist: Direct Plan and Improve

The **ITIL® 4 Specialist: Create, Deliver and Support** course provides practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows. This course has a focus on the following aspects of the ITIL® 4 Service Value Chain:

- Design & Transition
- Obtain & Build
- Deliver & Support

This is a full training package that includes the knowledge transfer as well as the associated certification exam.

Objectives

The ITIL® 4 Specialist: Create Deliver and Support (CDS) course provides an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, along with relevant practices, methods and tools.

The course learning objectives include:

- Understanding how to plan and build a service value stream to create, deliver, and support services
- Knowing how the relevant ITIL® practices contribute to the creation, delivery and support across the Service Value System and value streams
- Knowing how to create, deliver and support services

Course Outline

Course Summary (cont)

Topics

- How to plan and build a service value stream to create and delivery support services
- How ITIL® practices contribute to a value stream for a new service
- How ITIL® practices contribute to a value stream for user support
- How to create, deliver, and support service

Audience

The target audience for this course includes:
- Individuals continuing their journey in service management
- ITSM managers, directors and process owners/managers
- ITSM practitioners managing the operation of IT-enabled & digital products and services
- Existing ITIL ® qualification holders wishing to develop their knowledge
- Individuals managing the operation of IT-enabled services
- Individuals responsible for the delivery of products and services, including development, deployment and monitoring and support
- Individuals responsible to ensure that services are delivered and supported according to agreed service levels

Prerequisites

- The candidate must have passed the ITIL® 4 Foundation examination **OR** the ITIL® 4 Managing Professional Transition examination.
- Attendance in an accredited training course for this module and successful completion of the certificate exam.

Duration

Three days

Course Outline *(vertical text in left margin)*

Course Outline

I. *How to plan and build a service value stream to create, deliver and support services*
   A. Understanding the concepts and challenges across the service value system
      a. Organizational structure
      b. Integrated/collaborative teams, team capabilities, roles, competencies, team culture, and differences
      c. Working to a customer orientated mindset
      d. Employee satisfaction management
      e. The value of positive communications
   B. Understanding how to use a 'shift left' approach
   C. Knowing how to plan and manage resources in the service value system through the techniques of:
      a. Team collaboration and integration
      b. Workforce planning
      c. Results based measuring and reporting
      d. The culture of continual improvement
   D. Understanding the use and value of information and technology across the service value system
      a. Integrated service management toolsets
      b. Integration and data sharing
      c. Reporting and advanced analytics
      d. Collaboration and workflow
      e. Robotic process automation (RPA)
      f. Artificial intelligence and machine learning
      g. Continuous integration and delivery/deployment (CI/CD)
      h. Information models

II. *How ITIL® practices contribute to a value stream for a new service*
   A. Service design, Software Development and Management, Deployment management, Release management, Service Validation and testing, Change Enablement

III. *How ITIL® practices contribute to a value stream for user support*
   A. Service desk, Incident management, Problem management, Knowledge management, Service level management, Monitoring and event management

IV. *How to create, deliver, and support services*
   A. Co-ordinating, prioritizing and structuring work activities to create deliver and support services, including the management of queues and backlogs and prioritizing work
   B. Understanding the use and value across the service value system of:
      a. Buy vs build considerations, sourcing options, service integration and management (SIAM)