APPLIED TECHNOLOGY ACADEMY

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ITIL 4 Specialist: Create, Deliver & Support Training

ITIL (PeopleCert) Authorized Training · Applied Technology Academy

The ITIL ® 4 Specialist: Create, Deliver, and Support course is part of the ITIL 4 Managing Professional four (4) course series. Individuals who are new to ITIL 4 and working to achieve the ITIL 4 Managing Professional (MP) designation will need to complete all four (4) courses and pass the related certification exams.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Advanced	**3 Days**	**ITIL 4 Foundation + accredited training**	**$136,000**	**No**

Course Overview

When you complete this course you will know how to:

- Improve established practices
- Understand how services are developed
- Know how users are supported with value streams
- Increase service efficiency
- Create effective work flows

The Create, Deliver, and Support course teaches you how to plan and manage your resources into effective and integrated value streams. In this course you will learn how IT teams collaboratively develop services to meet the demands of their customers for co-created value as well as the demands of the ever-changing digital environment.

Course Outline

- **Lesson 0: Introduction**
- **Lesson 1: Plan and Build a Service Value Stream**
  - Planning
  - Organizational Structures
  - Cooperation & Collaboration
  - Work & Tasks
- **Lesson 2: Team Culture**
  - How Teams Work
  - Cultural Fit

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  - Continual Improvement Culture
- **Lesson 3: Customer Orientation**
  - Customer Oriented Strategy
  - Customer Delight
  - Feedback Types
  - Communication Feedback
  - Customer Orientation Exercise
- **Lesson 4: Shift-Left Approach**
  - Benefits of Shift-Left
  - Applying Shift-Left
- **Lesson 5: Plan & Manage Resources**
  - Teams
  - Workforce & Talent Management Practice
  - Capacity Planning
  - Result-Based Measurement
  - Continual Improvement Culture
- **Lesson 6: Using Value Streams to Release a New Service Part 1**
  - Adding New Services
  - From Demand to Value
  - Agile User Stories Template
  - Practices/Activities Involved
- **Lesson 7: Using Value Streams to Release a New Service Part 2**
  - Build, Configure or Buy Service Components
  - Practices/Activities Involved
  - Deploying Service Components
  - Releasing a New Service
- **Lesson 8: Service Design Practice**
  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 9: Software Development & Management Practice**
  - Purpose
  - Scope
  - Lifecycle Coverage
  - Practice Success Factors
- **Lesson 10: Deployment Management Practice**

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  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 11: Release Management Practice**
  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 12: Service Validation & Testing Practice**
  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 13: Change Enablement Practice**
  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 14: User Support Value Stream Steps 1 to 3**
  - Value Stream Integration
  - Value Leakage
  - Demand & Value
  - Fixing and Deploying the Value Stream
- **Lesson 15: User Support Value Stream Steps 4 to 7**
  - Deploy Fix
  - Verify Incident Resolution
  - Contributing Practices
  - Request User Feedback
  - Identify Opportunities for Improvement
- **Lesson 16: Monitoring and Event Management Practice**
  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 17: The Service Value Stream Practice**
  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 18: Incident Management Practice**
  - Purpose

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  - Scope
  - Practice Success Factors
- **Lesson 19: Problem Management Practice**
  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 20: Knowledge Management Practice**
  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 21: Service Level Management Practice**
  - Purpose
  - Scope
  - Practice Success Factors
- **Lesson 22: How to Create, Deliver and Support Services Part 1**
  - Coordinate
  - Prioritize
  - Structure Work
- **Lesson 23: How to Create Deliver and Support Services Part 2**
  - Sourcing
  - Selecting Vendors
  - Integrating Suppliers
- **Lesson 24: Course Summary & Exam Tips**

Prerequisites

In order to take the ITIL ITIL 4 Specialist: Create, Deliver and Support Exam students must have completed an Accredited CDS course.

The exam is proctored online by PeopleCert:

- Exam Length: 90 Minutes
- Exam Format: Closed Book, Multiple Choice
- Exam Delivery: Online, webcam proctored.
- Pass Mark: 70% (28 out of 40 questions answered correctly)
- Exam Language: English (Extra time is available for non-native English Speakers)

Follow-On Courses

- ITIL 4 Strategist: Direct, Plan & Improve
- ITIL 4 Specialist: High Velocity IT
- ITIL 4 Specialist: Drive Stakeholder Value

Ready to enroll? Call 800.674.3550 or email Info@AppliedTechAc.com — private team cohorts, GSA MAS purchasing, military credentialing funding, VA GI Bill and VR&E and student financing available.