

COURSE OUTLINE

ITIL® 4 Specialist Create, Deliver and Support

Duration: 2 Days

Prerequisites:

To ensure you are well-prepared for the ITIL® 4 Specialist Create, Deliver and Support course and can derive maximum benefit from the content covered, the following are the minimum required prerequisites:

- ITIL® 4 Foundation Certificate: You should have successfully completed the ITIL 4 Foundation examination and possess a good understanding of the ITIL framework.
- Basic understanding of IT service management (ITSM): Familiarity with core concepts of ITSM and how services are delivered within an IT organization.
- Experience in IT service delivery: Although not mandatory, having practical experience in delivering IT services will help you relate the concepts to real-world scenarios.
- Willingness to learn and adapt: A proactive attitude towards learning and the ability to adapt to new processes and methodologies.
- Effective communication skills: As the course covers topics related to team culture and positive communication, it's beneficial to have basic interpersonal and communication skills.
- Remember, these prerequisites are intended to set the stage for an enriching learning experience, and not to discourage any potential learners. The course is designed to elevate your skill set in IT service management and to enhance your ability to create, deliver, and support IT services effectively.

Course Description:

The ITIL® 4 Specialist Create, Deliver and Support course is an essential part of the ITIL 4 certification path and focuses on the integration of different value streams and activities to create, deliver, and support IT-enabled products and services. Aimed at IT service management practitioners, this course equips learners with the know-how to foster an effective team culture, improve organizational structures, and implement a continuous improvement culture to enhance service quality and efficiency. Learners will delve into the intricacies of information technology integration, including advanced analytics, robotic process automation, and AI, to streamline service creation and support. The course also covers the design and mapping of value streams, prioritizing work using a shift-left approach, and considers commercial and sourcing models to optimize service delivery. By completing this course, individuals will be well-versed in sophisticated service management techniques that drive customer satisfaction and business success.

Course Objectives:

- Understand different organizational structures and their impact on service delivery and support.
- Cultivate a team culture and a continuous improvement mindset to foster collaboration and enhance service management practices.
- Adopt a customer-oriented mindset and positive communication strategies to improve service relationship management.
- Develop capabilities in workforce planning and employee satisfaction management to build effective service management teams.
- Gain knowledge in leveraging integration, data sharing, and advanced analytics to inform decision-making in service delivery.
- Explore the use of automation technologies like Robotic Process Automation and Artificial Intelligence to improve service efficiency.
- Learn the principles of Continuous Integration/Continuous Deployment (CI/CD) for faster and reliable service delivery.
- Understand the anatomy and design of value streams to optimize service creation, delivery, and support.
- Implement value stream mapping to identify and address inefficiencies in service management processes.
- Manage work effectively through prioritization, handling queues and backlogs, and adopting the shift-left approach to empower frontline staff.
- Make informed decisions regarding the build or buy dilemma and understand different sourcing models and service integration management for strategic sourcing.
- These objectives are designed to ensure that upon completion of the ITIL® 4 Specialist Create, Deliver and Support course, participants will have a comprehensive understanding of the core elements necessary to create, deliver, and support services successfully within an IT service management context.

Intended Audience:

The ITIL® 4 Specialist Create, Deliver and Support course is designed for IT practitioners focused on service management and improvement.

- IT Service Managers
- IT Directors
- IT Consultants
- IT Audit Managers
- IT Project Managers
- Operations Managers
- Quality Analysts
- Process Owners
- Service Desk Managers
- DevOps Team Members
- IT Architects
- Software Developers
- IT Support Staff
- Data Analysts
- Business Managers responsible for IT services
- Professionals aiming to learn about advanced ITIL practices
- Individuals seeking ITIL Managing Professional (MP) status
- Anyone involved in the design, delivery, and support of IT-enabled services

Course Outlines:

Module 1: Organization and Culture

- Organizational Structures
- Team Culture
- Continuous Improvement Culture
- Collaborative Culture
- Customer-Oriented Mindset
- Positive Communication

Module 2: Effective Teams

- Capabilities, Roles and Competencies
- Workforce Planning
- Employee Satisfaction Management
- Results Based Measuring and Reporting

Module 3: Information Technology to Create, Deliver and Support Service

- Integration and Data Sharing
- Reporting and Advanced Analytics
- Collaboration and Workflow
- Robotic Process Automation
- Artificial Intelligence and Machine Learning
- CI/CD
- Information Model

Module 4: Value Stream

- Anatomy of a Value Stream
- Designing a Value Stream
- Value Stream Mapping

Module 5: Value Stream to Create, Deliver and Support Services

- Value Stream for Creation of a New Service

Module 6: Value Stream for User Support

- Value Stream Model for Restoration of a Live Service

Module 7: Prioritize and Manage Work

- Managing Queues and Backlogs
- Prioritizing Work
- Shift-Left Approach

Module 8: Commercial and Sourcing Considerations

- Build or Buy
- Sourcing Models
- Service Integration and Management

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