ITIL® 4 Specialist: Create, Deliver, and Support Training

Module 1: Key Concepts of Service Management

In this module, you will learn about the following:

- Planning and building a service value stream
- Organisational structure
- Integrated/collaborative teams
- Team capabilities, roles, and competencies
- Team culture and differences
- Working to a customer-orientated mindset
- Managing employee satisfaction
- The value of positive communications
- Understanding how to use a "shift-left" approach
- Team collaboration and integration
- Workforce planning
- Results-based measuring and reporting
- The culture of continual improvement
- Integration and data sharing
- Robotic Process Automation (RPA)
- Artificial Intelligence

Module 2: CDS – ITIL Practices Across the Service Value Stream

In this module, you will learn about:

- Describing a value stream
- Combining and decomposing value stream steps
- Considerations for designing the value stream
- Practices in the value stream
- The value stream for user support

Module 3: Create, Deliver, and Support Services

In this module, you will learn about:

- Managing queues and backlogs
- Prioritising work
- Commercial and sourcing considerations
- Defining sourcing requirements
- Vendor selection techniques
- Inviting internal providers to vendor selection
- Sourcing models
- Service integration and management considerations