

ITIL[®] 4 Specialist: Create, Deliver & Support (CDS)

Enhance your skills in designing, delivering
and managing digital & products services



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Course Description

The ITIL® 4 Specialist: Create, Deliver and Support module is part of the Managing Professional stream for ITIL 4 and participants need to pass the related certification exam for working towards the Managing Professional (MP) designation. The ITIL® 4 Specialist: Create Deliver and Support module focuses on the integration of different value streams and activities to create deliver and support IT-enabled products and services whilst also covering supporting practices, methods, and tools.

The ITIL® 4 Specialist: Create, Deliver and Support course is a 3-days course based on the ITIL® 4 Specialist: Create, Deliver and Support exam specification from AXELOS. With the help of ITIL® 4 concepts and terminology, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® 4 Specialist: Create, Deliver, and Support certification exam.

Audience

The ITIL® 4 Specialist: Create Deliver and Support course is aimed at ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.

Professionals with the following job titles are expected to benefit from this module:

- IT Operations Manager, Availability Manager, Service Desk, Service Managers, Service Architects, Security Manager, Technology Support teams, UX/UI Designer, Development Managers, Developers, Testers, Infrastructure Operations Engineer, Software Developer
- Product owners, Project Managers, Business Relationship Manager; Customer Relationship Manager

Prerequisites

For taking the ITIL® 4 Specialist: Create, Deliver and Support course, a candidate must have passed the ITIL® 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.



Learning Objectives

The learning objectives of the course are based on the following learning outcomes of the ITIL® 4 Specialist: Create, Deliver and Support exam specification:

- Understand the key concepts of ITIL service management.
- Understand how to plan and build a service value stream to create, deliver, and support services
- Know how relevant ITIL practices contribute to the creation, delivery and support across the SVS and value streams
- Know how to create, deliver and support services

The course will help you to:

- improve existing processes
- effectively manage IT teams
- optimize value streams and workflows
- align digital services with business strategy
- improve how services are developed
- integrate new technologies embed Lean, Agile, and DevOps ways of working.

Course Outlines

Module 1: Organization and Culture

- ITIL 4 Certification
- Publication, Practices and Syllabus
- Managing Professional Exam
- Exam
- What will be covered in this course?
- Key Concepts of Service Management
- Product Definition
- The ITIL Guiding Principles
- The Four Dimensions of Service Management
- The ITIL Service Value System
- The Service Value Chain
- Continual Improvement Model
- ITIL 4 Foundation- Summary
- ITIL 4 CDS and the Value Chain



Module 2: Organization and Culture

Part 01:

- Assessment Criteria
- Organization
- Organizational Structures
- Servant Leadership
- Servant Leadership
- Culture Differences
- Culture Fit
- Guidelines to develop good team culture
- Cultural of Continual Improvement
- Collaborative Culture
- Integrated/ Collaborative Teams
- Working to a Customer – Orientated Mindset
- Customer Orientation is based on Service mindset
- How to Create a Customer Oriented Strategy
- How to Create a Customer Oriented Strategy

Part 02:

- Purpose of the Module
- Assessment Criteria
- Building Effective Teams
- Team Capabilities, Roles, Competencies
- Competency Code and Competency Profile
- Understanding a Role's Competency Profile
- Professional ITSM Competencies
- Team Capabilities, Roles, Competencies
- Workforce Planning
- Workforce and Talent Management Practice
- Workforce and Talent Management Practice Service Value Chain Activities
- Workforce and Talent Management Practice 'Capacity Planning'
- Employee Satisfaction Management
- Gathering Employees Feedback
- Key Elements in Gathering the Employee Feedback
- Results Based Measuring and Reporting
- Setting and Measuring Performance Goals for Individuals

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

- Assessment Criteria



- Using Information and Technology to Create, Deliver and Support Services
- Integration Topologies
- Integration Approaches
- Reporting and Advanced Analytics
- Data Analytics
- Big Data
- Collaboration and Workflow
- Collaboration Tools
- Robotic Process Automation (RPA)
- RPA Technologies
- Artificial Intelligence
- Common Application of AI in Service Design and Delivery
- AIOps (Artificial Intelligence for IT Operations / Algorithmic IT Operations)
- Machine Learning
- Benefits and Limitations of Machine Learning
- CI / CD
- The CI / CD Pipeline
- Aligning CI / CD with ITIL
- Information Models
- Integrated Service Management Toolsets
- Benefits and Functionality

Module 4: Value Stream

Part 01:

- Assessment Criteria
- ITIL Service Value Streams
- Anatomy of Value Stream
- Value Streams - Inputs / Outputs
- Value Streams and Organizations
- Value Stream Considerations
- Combining and Decomposing Value Stream Steps
- Steps to Design/Document a Value Stream
- Describing a Step in a Value Stream
- Value Stream Mapping
- Key Metrics for Steps, Actions or Tasks
- Process Timing
- Considerations when Designing a Value Stream, Step, or Actions
- Model Value Stream for Developing a New Service:
- Development of a New Service
- Considerations when Designing the Value Stream for New Service



- High Level Value Stream for a New Service
- Practices in the Value Stream

Part 02:

- Assessment Criteria
- Considerations when Designing the Value Stream
- The Value Stream for User Support
- Practices in the Value Stream

Module 5: Prioritizing Work and Managing Queues

- Assessment Criteria
- Prioritizing and Managing Work
- Managing Work as Tickets
- Reducing Variations in Demand
- Managing Queues and Backlogs
- Prioritizing Work
- Techniques for Prioritizing Work
- Dispatch Swarming
- Swarming
- Swarming Challenges
- Shift-Left Approach
- Benefits of Shift-Left Approach
- Building Shift-Left Approach
- Module 6: Sourcing Options and Considerations
- Assessment Criteria
- Key Terms
- Commercial and Sourcing Considerations
- Build vs. Buy
- Commodification
- Defining Requirements for Service Components
- Vendor Selection Techniques
- Inviting Internal Provides to Vendor Selection
- Sourcing Models
- Common Sourcing Models
- Outsourcing Considerations
- Service Integration and Management
- Importance of Service Integration
- Service Integration and Management Consideration



Module 6: Sourcing Options and Considerations

- Assessment Criteria
- Key Terms
- Commercial and Sourcing Considerations
- Build vs. Buy
- Commodification
- Defining Requirements for Service Components
- Vendor Selection Techniques
- Inviting Internal Provides to Vendor Selection
- Sourcing Models
- Common Sourcing Models
- Outsourcing Considerations
- Service Integration and Management
- Importance of Service Integration
- Service Integration and Management Considerations

Examination

- 40 questions
- Multiple choice
- 28 out of 40 marks required to pass (70%)
- 90 minutes
- Closed book.

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