

## Curso ITIL4CDS - ITIL 4 Specialist: Create, Deliver and Support with Exam

24,00 Horas

### Introdução

This course teaches not only how value streams can be built and managed holistically but how continual improvement iterations and feedback loops can be included in value streams. It explores areas such as development, testing, knowledge, customer and employee feedback, new technologies, sourcing, and ways of managing work. In so doing, it reflects new ways of approaching service management

The ITIL 4 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, and relevant practices, methods and tools

ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

### Público-alvo

The target audience for this qualification is:

- individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- ITSM practitioners managing the operation of IT enabled & digital products and services, and those responsible for the end-to-end delivery existing ITIL qualification holders wishing to develop their knowledge.

### Quando completar o curso

This course prepares students for the ITIL 4 Create Deliver & Support exam. After participating in this course, a candidate can demonstrate sufficient understanding and application of ITIL 4 to the creation, delivery and support of services, as described in the syllabus, to be awarded the ITIL 4 Create, Deliver and Support qualification. The ITIL 4 Create, Deliver and Support qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows

### Credits

Upon successfully achieving the ITIL Foundation certificate, student registered with PMI will be recognized with 21 Professional Development Units (PDU'S).

### Pré-requisitos

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

### Exames

The exam is closed book with forty (40) multiple choice questions. The pass score is 70% (28 out of 40 questions). The exam lasts 90 minutes. The exam can be taken Online.

Certificate • ITIL® 4 Managing Professional Create Deliver & Support (CDS)

## Conteúdo em detalhe

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL 4. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 CDS test.

### Module 1:

- Introduction to the course

### Module 2:

- Organizational structure
- Integrated/collaborative teams
- Team capabilities, roles, competencies
- Team culture and differences
- Working to a customer-orientated mindset
- Employee satisfaction management
- The value of positive communications
- The 'shift left' approach

### Module 3:

- Team collaboration and integration
- Workforce planning
- Results based measuring and reporting
- The culture of continual improvement

### Module 4:

- Integrated service management toolsets
- Integration and data sharing
- Reporting and advanced analytics
- Collaboration and workflow

- Robotic process automation (RPA)
- Artificial intelligence and machine learning
- Continuous integration and delivery/ deployment (CI/CD)
- Information models

## Module 5:

- use a value stream to design, develop and transition new services
- document a value stream how work flows across the organization
- archetype value stream to create a new service
- The role of a value stream in the SVS • The taxonomy of a value stream
- How to describe the steps in a value stream
- How to apply common mathematical modelling techniques to streamline a value stream
- Considerations when designing a value stream

## Module 6:

- Model a value stream for a new service
- Service design
- Software development and management
- Deployment management
- Release management
- Service validation and testing
- Change enablement

## Module 7:

- Use a value stream to provide user support • Service desk
- Incident management
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management

## Module 8:

- Managing work-in-progress and backlogs
- Prioritizing work
- Buy vs build considerations
- Sourcing options
- Service integration and management (SIAM)