

ITILR 4 Specialist Create, Deliver and Support Course

Overview

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

Objectives

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

Training Content

Module 1: Organization & 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