

ITIL 4 CREATE DELIVER SUPPORT (CDS)

ABSTRACT

Information Technology Infrastructure Library (ITIL ®) is a widely adopted body of knowledge and best practice framework for service management worldwide. ITIL 4 has evolved from the current version (ITIL v3) 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.

ITIL 4 provides practical and flexible guidance to support organizations on their journey to digital transformation. It provides an end-to-end IT/digital operating model for the delivery and operation of tech-enabled products and services and enables IT teams to continue to play a crucial role in wider business strategy.

This 3-day session will equip participants in the first ITIL 4 publication and the latest evolution of the most widely adopted guidance for ITSM.

LEARNING OBJECTIVES

This three-day workshop will enable participants to:

- 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

WHO SHOULD ATTEND

- 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

PREREQUISITE

The prerequisite for this course is that the candidate must have passed the ITIL 4 Foundation examination.

COURSE MATERIALS

Each participant will receive a course binder containing copies of presentation slides, case studies, exercises, and suggested solutions.

ITIL CREATE DELIVER SUPPORT CERTIFICATION EXAM

Participants are required to write ITIL 4 Create Deliver Support Exam at the end of the course. The exam consists of 40 multiple choice questions, with a passing score of 28, equating to 70%.

COURSE CONTENTS

1. Course Introduction and Introduction
2. Concepts and challenges across the service value system
3. Planning and managing resources in the service value system
4. Design, development and transition of new services
5. Providing user support using a value stream
6. How to co-ordinate, prioritize and structure work and activities to create, deliver and support services
7. Wrap up, mock exam and closing
8. ITIL 4 Managing Professional Transition Exam

FOR MORE INFORMATION, CONTACT:

Procept Associates Professional Services Limited (Procept Africa).

32 Isaac John Street, Fadeyi, Lagos

Phone: +234 813 554 9128

Toll-Free: +234 814 289 2505

Email: info@proceptafrica.com

Precision meets Expertise.

32 Isaac John Street, Fadeyi, Lagos. Tel +234 704 612 5002; +234 802 099 8962

250 Yonge St, Suite 2201-49 Toronto, Ontario, M5B 2L7, Canada. Tel 1-416-693-5559

www.procept.com or information@proceptnigeria.com

