

Tytuł szkolenia: ITIL® 4 Specialist: Create, Deliver and Support (CDS) + exam

Kod szkolenia: HU0C2S

Wprowadzenie

ITIL 4 takes a holistic approach to building and modifying technology-enabled services from demand to value. The Create, Deliver and Support (CDS) course is about utilizing service management, adapting and adopting best practices, and using the ITIL service value system (SVS) framework to facilitate value co-creation in organizations. The CDS course provides practical guidance for those who work within the broad scope of technology-enabled services. CDS also provides clear guidance on how to collaborate and coordinate efforts to design, build, and support integrated and effective products and services, building from ITIL Foundation.

ITIL 4 Create, Deliver and Support also addresses the cultural and team management aspects of product and service management, provides an overview of the tools and technologies which support service management, and demonstrates how to integrate management practices into end-to-end value streams. It is one of three ITIL 4 Specialist publications and is part of the requirements to complete the ITIL 4 Managing Professional designation.

Adresaci szkolenia

- Senior IT leaders and executives
- Managers, supervisory staff and team leaders
- IT professionals who require a deeper understanding of the ITIL 4 publications, and how ITIL 4 concepts and activities can be implemented to enhance the quality of IT service management within an organization
- IT professionals working in roles associated with a service-based business model
- IT architects, IT planners, IT consultants, IT audit managers, IT security managers, IT developers and operational support staff
- Service management professionals and ITSM trainers interested in achieving the Managing Professional designation in the new ITIL 4 framework

Prerequisites

Candidates must currently hold the ITIL 4 Foundation certificate before registering for this course.

UWAGA!

Podana kwota nie zawiera kosztu egzaminu, który należy doliczyć do ceny kursu przy składaniu zamówienia.

ITIL® 4 Specialist: Create Deliver & Support - Online Exam Voucher (1 dzień) - 1600 PLN

Cel szkolenia

Create, Deliver and Support (CDS) provides candidates with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, as well as how to apply relevant practices, methods and tools. The course prepares candidates for the PeopleCert ITIL 4 Specialist Create, Deliver and Support formal examination. The official course syllabus outlines the following three categories:

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

Czas i forma szkolenia

- 21 godzin (3 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

Module 0: Course Overview

Module 1: Introduction to Create, Deliver, and Support

Module 2: The Evolution of Professionalism in IT and Service Management

Module 3: Using Information and Technology to Create, Deliver and Support Services

Module 4: Value Streams to Create, Deliver, and Support Services

Module 5: Practices for CDS

- Change enablement
- Deployment management
- Incident management
- Knowledge management
- Monitoring and event management
- Problem management
- Release management
- Service design
- Service desk
- Service level management
- Service validation and testing
- Software development and management

Module 6: Prioritizing and Managing Work

Exam Preparation