



*Training Course:  
ITIL Specialist - Create, Deliver & Support*

*16 - 20 December 2024  
Madrid (Spain)  
Pestana CR7 Gran Vía*

## Training Course: ITIL Specialist - Create, Deliver & Support

Training Course code: IT234737 From: 16 - 20 December 2024 Venue: Madrid (Spain) - Pestana CR7 Gran Vía Training Course Fees: 5775 € Euro

### Introduction

The ITIL® Specialist - Create, Deliver & Support CDS is one of five courses needed to achieve ITIL 4's Managing Professional MP designation. This 5-days course covers the core service management activities and expands beyond the current scope of ITIL v3 to cover the "creation" of services. The course agenda covers the ITIL 4 practices to help you understand the major factors that contribute to the successful creation, delivery, and support across ITIL's new service value system SVS business model. This training is designed to be a preparation for the ITIL Specialist - Create, Deliver & Support exam.

### Course Objective of ITIL Specialist - Create, Deliver & Support

At the end of this program participants will be able to:

- Understand how to plan and build a service value stream to create, deliver, and support services
- Understand the planning and management of resources in the SVS
- Discover how relevant ITIL practices contribute to creation, delivery, and support across the SVS and value streams
- create, deliver, and support services
- Discover how to prioritize, structure, and coordinate work and activities
- service integration management SIAM

### Target Audience of ITIL Specialist - Create, Deliver & Support

This course is aimed at individuals in management and service management roles who have a responsibility for the above noted practices as well as individuals who want to acquire the ITIL Managing Professional MP designation.

- Customer/User Experience CX Managers/Designers
- Account Managers
- Service Delivery Managers
- Service Level Managers
- Enterprise/Service and Solution Architects
- Business Analysts
- Project Managers
- Portfolio Managers
- Supplier Relationship Managers
- Vendor Managers
- Contract Managers.

### Prerequisites for ITIL Specialist - Create, Deliver & Support

For this course you are required to have successfully attained your ITIL 4 Foundation certificate.

### Course Outline for ITIL Specialist - Create, Deliver & Support

### Plan and build a service value stream to create, deliver, and support services

- Organisational 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 use a "shift left" approach

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

### Value stream to design, develop and transition new services

- Service design
- Software development and Management
- Deployment management
- Release management
- Service Validation and testing
- Change Enablement

### value stream to provide user support

- Service desk
- Incident management
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management

### create, deliver, and support services

- Managing queues and backlogs
- Prioritizing work
- Buy vs build considerations
- Sourcing options
- Service integration and management SIAM



## Registration form on the Training Course: ITIL Specialist - Create, Deliver & Support

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
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place.

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registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
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to: Global Horizon  
3 Oudai street, Aldouki,  
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