Global Horizon
TRAINING CENTER

Training Course:
ITIL Specialist - Create, Deliver & Support

30 March - 3 April 2025
Amman (Jordan)
Chemisty

Training Course:
ITIL Specialist - Create, Deliver & Support

Training Course code: IT234737 From: 30 March - 3 April 2025 Venue: Amman (Jordan) - Chemisty Training Course Fees: 3875 Euro

Introduction

The ITIL® Specialist - Create, Deliver & Support CDS is one of five courses needed to achieve ITIL 4s 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 ITILs new service value system SVS business model. This training is designed to be a preperation 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 Olutline for ITIL Specialist - Create, Deliver & Support

day 1 : 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

day 2 : 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

day 3 : 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

day 4 : value stream to provide user support

- Service desk

- Incident management

- Problem management

- Knowledge management

- Service level management

- Monitoring and event management

day 5 : 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:
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Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

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| Telephone: +201095004484 to provisionally reserve your place. | Fax your completed registration form to: +20233379764 | E-mail to us : info@gh4t.com or training@gh4t.com | Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt. |