AVEREST

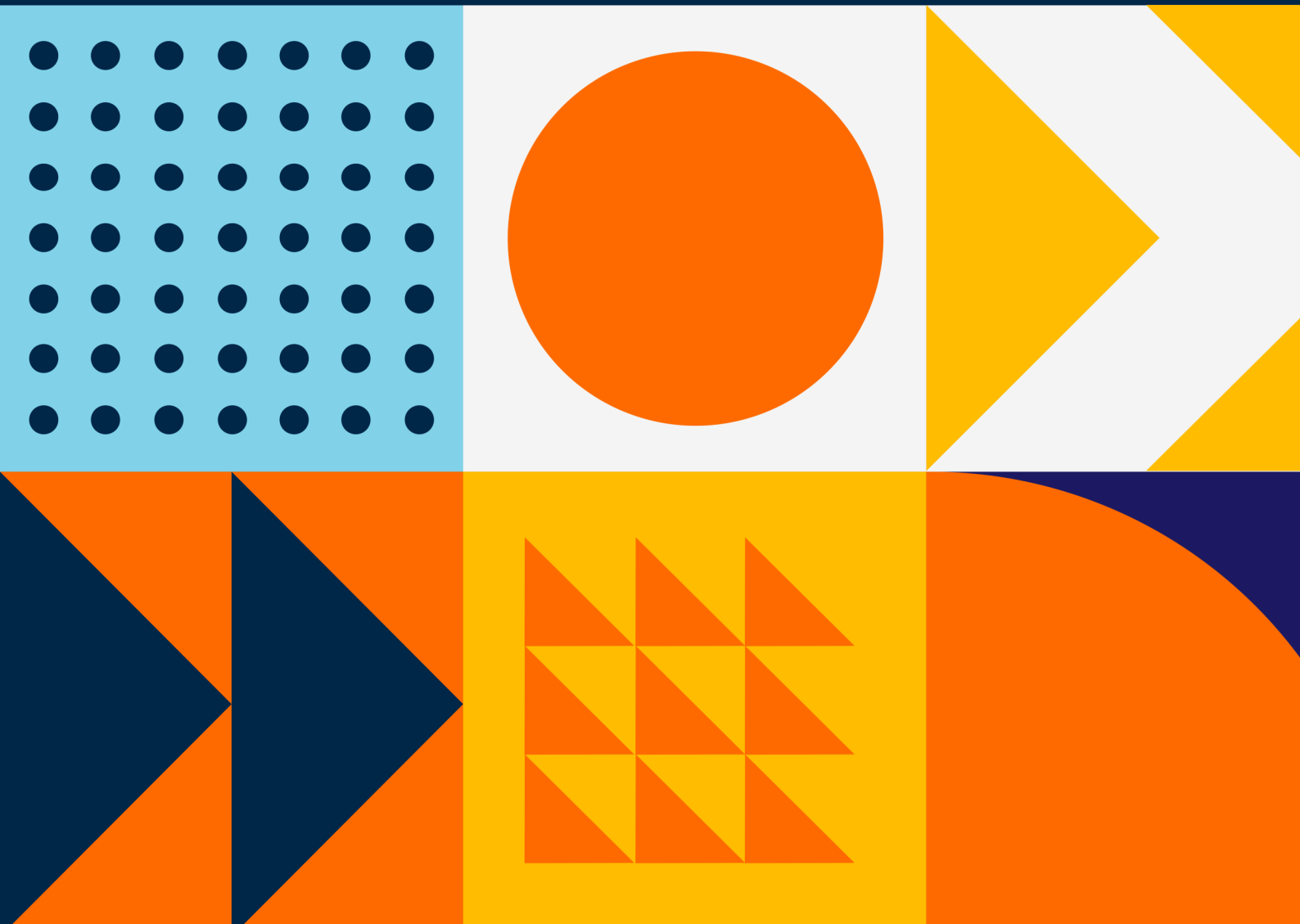# We do IT to inspire.

IT Service Management:

ITIL® 4 Specialist: Create, Deliver and Support Training

who we are.

Averest is one of the leading and fast-growing companies specialising in Information Technologies, Cyber Security, Cloud Computing, DevOps, Artificial Intelligence, Agile and Scrum, and Project Management, which is based in the United Kingdom and Turkey. Averest provides high-quality tech-accredited training and business solutions to its clients on these topics and more.

Why You Should Learn With Us?

We offer accredited Programs that are available for anyone wishing to acquire skills and gain professional certification to take their career to the next level.

100+ Premium Programs

Choose the appropriate program, date and region for your occupation.

50+ World-Wide Accredited Certifications

Get certified by global certification bodies and deepen your expertise.

500+ Expert Advisors

Get together with professional trainers who are experts in their professions.

100.000+ Professionals Trained

We help many of the world's leading companies to build their tech and digital capabilities.

AVEREST

Our partners.

ISACA®

EC-Council

DevOps INSTITUTE

Project Management Institute®

(ISC)²®

IIBA®

OFFENSIVE security

CERTNEXUS®

PECB

CompTIA

Microsoft

PeopleCert®
All talents, certified.

Scrum.org

aws

apm

ITIL®

To Explore More Please Visit **Our Website**

ITIL® 4 Specialist: Create, Deliver and Support Training

Overview

The ITIL® 4 Specialist: Create, Deliver and Support course teaches you how to integrate different value streams and activities to create, deliver and support IT-enabled products and services. This includes the 'core' service management activities in the ITIL framework and the 'creation' of services covered by ITIL 4. The ITIL 4 CDS Specialist certification follows an exam.

What You Will Learn?

- Learn how to design and construct a service value stream to create, deliver, and support services.

- Understand how ITIL 4 principles contribute to SVS and value stream generation, delivery, and support.

- Understand how to design, deliver, and support services.

- Preparation for the ITIL 4 Create, Deliver, and Support test.

Course Key Features

- ITIL 4 Leader: Digital and IT Strategy exam voucher included

- After-course instructor coaching included

- 18 PMI PDUs

Eligibility

Individuals continuing their journey in service management. ITSM managers and aspiring ITSM managers. ITSM practitioners manage the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.

ITIL® 4 Specialist: Create, Deliver and Support Training

Program Outline

Understand the concepts and challenges relating to the following across the service value system

- Organisational structure

- Integrated/collaborative teams

- Team capabilities, roles, competencies

- Team culture and differences

- Working with a customer-orientated mindset

- Employee satisfaction management

- The value of positive communications

Know how to plan and manage resources in the service value system

- Team collaboration and integration

- Workforce planning

- Results-based measuring and reporting

- The culture of continual improvement

Understand the use and value of information and technology across the service value system

- Integrated service management toolsets

- Integration and data sharing

- Reporting and advanced analytics

- Collaboration and workflow

- Robotic process automation (RPA)

- Artificial intelligence and machine learning

Know how the following ITIL practices contribute to a value stream for a new service

- Service design

- Software development and Management

- Deployment management

- Release management

- Service Validation and testing

- Change Enablement

ITIL® 4 Specialist: Create, Deliver and Support Training

- Continuous integration and delivery/deployment (CI/CD)

- Information models

Know how the following ITIL practices contribute to a value stream for user support

- Service desk

- Incident management

- Problem management

- Knowledge management

- Service level management

- Monitoring and event management

Know how to co-ordinate, prioritize and structure work and activities to create deliver and support services, including:

- Managing queues and backlogs

- Prioritizing work

- Understand the use and value of the following across the service value system:

- Buy vs build considerations

- Sourcing options

- Service integration and management (SIAM)

ITIL® 4 Specialist: Create, Deliver and Support Training

Program Schedule

Date	Location	Program
10-12 Oct 2022	City of London , United Kingdom	**ITIL® 4 Specialist: Create, Deliver and Support Training** In-Class , 09:00 - 16:00 , UTC +03:00
17-19 Oct 2022	-	**ITIL® 4 Specialist: Create, Deliver and Support Training** Online Instructor-Led , 09:00 - 16:00 , UTC +03:00
17-19 Oct 2022	Istanbul , Turkey	**ITIL® 4 Specialist: Create, Deliver and Support Training** In-Class , 09:00 - 16:00 , UTC +03:00
21-23 Nov 2022	Istanbul , Turkey	**ITIL® 4 Specialist: Create, Deliver and Support Training** In-Class , 09:00 - 16:00 , UTC +03:00
21-23 Nov 2022	City of London , United Kingdom	**ITIL® 4 Specialist: Create, Deliver and Support Training** In-Class , 09:00 - 16:00 , UTC +03:00
05-07 Dec 2022	City of London , United Kingdom	**ITIL® 4 Specialist: Create, Deliver and Support Training** In-Class , 09:00 - 16:00 , UTC +03:00

AVEREST

LONDON

71-75 Shelton Street Covent Garden

London, United Kingdom WC2H 9JQ

+44 20 3967 83 79

ISTANBUL

Merkez Mah. Abide-i Hürriyet Cad. Blackout A Blok Kat:1

No:64 Sisli, Istanbul, Turkey 34381

+90 534 551 20 88

info@averesttraining.com