

ITIL® 4 Specialist – Create, Deliver & Support with exam

Duration: 3 days

Audience: Professionnel TI|Gestionnaire

Who is this training for?

- Anyone who wants to improve their knowledge of service management
- Managers and aspiring ITSM managers
- ITSM professionals who manage the IT operations of products and services and those responsible for end-to-end delivery
- ITIL® certification holders who want to update their knowledge

Training objectives

- Understand how to plan and build a service value stream in order to create, deliver and support services
- Know how ITIL® practices contribute to creating, delivering and supporting in the Service Value System (SVS) and value streams
- Know how to create, deliver and support services

Summary

ITIL® 4 focuses on a new form of IT service management, focused on consumer experience, value streams, digital transformation and the latest ways of working, such as Lean, Agile and DevOps.

The ITIL® 4 Create, Deliver and Support certification enables students to understand how to integrate different value streams and activities in order to create, deliver and support IT products and services and use relevant practices, methods and tools.

The ITIL® 4 Create, Deliver, and Support exam assesses whether you have a sufficient understanding of the principles outlined in the training syllabus to earn the ITIL® 4 Create, Deliver, and Support certification.

The ITIL® 4 Create, Deliver and Support certification is one of the prerequisites for the ITIL® 4 Managing Professional designation, which assesses the technical and practical knowledge of IT services, teams and workflows.

Our team of trainers are professionals and they work daily in environments where these practices support the co-creation of value. Our training includes examples, simulations and case studies related to the realities of today's organizations.

Course outline

BL2: Plan and build a service value stream

BL3: Create, deliver and support services

ITIL® Practices: Incident Management, Problem Management, Change Management, Continuous Improvement

Approach and methodology

The training is based on an operational and value-stream-oriented approach, combining case studies and service design. It mobilizes hands-on workshops on value streams, ITIL® practices, and cross-team collaboration to anchor learnings. The facilitator acts as an operational facilitator, helping to optimize value creation and delivery. Each student will receive an ITIL® 4 Create, Deliver, and Support workbook, in electronic format (PDF) that contains all presentation materials, lecture notes, case studies, and sample exams. An interactive approach including readings, discussions and experience sharing will prepare participants for the ITIL® 4 Creating, Delivering and Supporting certification and provide them with the practical knowledge needed in their work.

Prerequisites

Training and certification prerequisites:

- Hold ITIL® 4 Foundation certification or equivalent content.
- Proof of certification will be required upon registration.

In addition, you must have attended accredited training for this module (the recommended number of hours for this training is 18 hours, including the exam).

Recommendations

Participants are encouraged to analyze their current service delivery practices (development, operation, support) and identify opportunities for improvement. It is recommended to bring concrete examples of workflows or services to facilitate the application of value stream concepts.

Certifications

- The exam is composed of 40 multiple-choice questions. No documentation is permitted during the review.
- The passing mark is 70% (28 correct answers out of 40).
- Each question is worth 1 point.
- No negative scores will be awarded.
- The exam lasts 90 minutes.
- Non-English speakers can request 25% more time to complete the exam.
- 15 questions are at level 2 on the Bloom scale (37.5%)
- 25 questions are at level 3 on the Bloom scale (62.5%)

Accreditations

This course qualifies you for 21 PMI® Professional Development Units (PDUs).

Code for recognition of accreditation units: 505473SNLN

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