

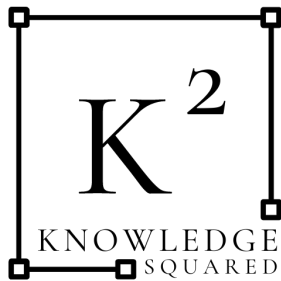
ITIL® 4 Specialist: Create, Deliver and Support

The ITIL 4 Specialist: Create, Deliver and Support course provides universal guidance that further explores the concepts introduced in ITIL 4 Foundation, while covering challenges that modern enterprises face – from professionalism, team culture and collaboration, to outsourcing work and managing multiple suppliers.

It is the logical next step after ITIL 4 Foundation for those wanting to make immediate tangible changes to their organization's working methods in service management. The module is less about technical aspects, and more on a practical and holistic approach to the creation and management of effective and streamlined services.

Key Benefits of ITIL Specialist: Create, Deliver and Support

- **Improve established processes** - With the adoption of ITIL Practices which enable working methods to be seen in the context of the entire IT function and wider business strategy. Improve how services are developed and how users are supported.
- **Increase service efficiency** - This module helps IT professionals to utilize the ITIL practices and effectively measure service performance to improve efficiencies across teams, value streams and workflows.
- **Create an effective flow of work** - Learn how to plan and manage resources into effective value streams. Utilize new approaches such as SHIFT LEFT and CI/CD to improve flow. Bring improved, flexible, and optimized services that meet demand and encourage systems-thinking.
- **Utilize new technologies** - The module enables the flexibility to integrate new technologies across the value chain such as robotics, AI, machine learning and advanced analytics; and to evolve as new innovations emerge.
- **Create a culture for success** - Understand new ways of working, such as Agile and DevOps to improve communication and integration between service creation, delivery and support teams. Understand Servant Leadership to create autonomous teams for the future.
- **Benefit from new ways of working** - Use the ITIL guiding principles to establish a universal approach to work across multiple methodologies and frameworks. These principles help align ways of working to enable end-to-end service delivery.
- **Increase your knowledge and skillset** - Add a recognized certification to your resume that demonstrates a clear understanding of how to create, deliver and support services for the modern digital world.



Practices Covered in Create, Deliver and Support

- 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

Create, Deliver and Support Addresses Real-World Challenges

With the speed of change and the pressure for IT teams to keep-up, IT professionals must ensure that the services that they deliver continue to meet demand and evolve at an increasing rate.

There is a need for all professionals across the end-to-end service, from creation to ongoing delivery, to have a clear focus on customer value and have the tools to create an effective and streamlined service management function.

Services must be stable and resilient while adapting to changing requirements.

Who should attend?

IT practitioners and leaders managing the operation of IT-enabled & digital products and services. Anyone responsible for delivery including development, deployment, and monitoring and support. Anyone responsible for assuring that services are delivered and supported according to agreed levels.

IT Operations Managers • Service Desk Managers • Development Managers
Developers • Infrastructure Operations Engineers • Change and Release Managers
Incident Managers • Problem Managers • Service Transition Managers
Application Operations Engineers • Availability Managers • IT Coordinators
Network Systems Administrators • IT Support Managers • Technical Support Engineers
Information Security • Data Center Support Specialists

Course Scheduling

To schedule this 3-day course, contact Knowledge Squared:
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