

## ITIL® 4 Specialist: Create, Deliver and Support («ITCDS»)

Get to know the core elements of the value stream with ITIL® 4 to generate sustainable services.

**Duration:** 3 days

**Price:** 3'600.–

**Course documents:** Official courseware (English) & official Axelos book (digital) incl. exam voucher

### Content

The module provides practical guidance on how to apply the concepts described in ITIL® 4 Foundation. It explores different approaches to working as well as new technologies that can be combined with ITIL® 4 to achieve the best outcome for an organization. In addition, it recommends taking a holistic approach to culture and people to support the achievement of successful outcomes.

1. Structure and Planning
  - Concepts and challenges in the entire service value system
  - «Shift-left» approach
  - Planning and management of resources
  - Use and value of information and technologies
2. ITIL Practices for Creation, Delivery and Support
  - Use of a value stream for the conception and development of new services
  - ITIL practices for user support
3. Creation and Support of Services
  - Coordination, prioritization, structuring
  - Build vs. Buy, Sourcing Options and Service Integration and Management

The course contents/learning goals are based on the official syllabus of Axelos.

### Key Learnings

- Creation, delivery, and support of a service through the ability to plan and build a service value stream
- Understanding of the contribution of relevant ITIL® practices to the creation, delivery and support of the overall service value system and value streams
- Coordination, prioritization and structuring of activities

### Methodology & didactics

The seminar requires at least 20 hours of additional time outside the classroom.

The course consists of a three-day interactive course consisting of presentation and group exercises. Please keep the evenings free for repetitions and/or smaller homework. The preparation and processing of the homework will contribute significantly to the success of the exam.

## Target audience

This module is a must for all IT staff involved in the design, planning and operation of services and who want to learn about service improvement opportunities as ITIL® is already used in their organization. These are (IT) service management specialists and practitioners responsible for the operation of IT-enabled and digital products and services, as well as staff responsible for the end-to-end delivery of services. Specifically, these are:

- IT Manager
- Service Delivery Manager
- Service & Solution Architect
- Software Developer
- Test Manager
- Knowledge Manager
- Supplier Manager
- Service Desk Manager

## Requirements

The «ITIL® 4 Foundation certificate» is a prerequisite for the course. The «ITIL® Foundation 2011» certificate is not sufficient. If you are not yet in possession of this certificate, please attend the following course:

- [ITIL® 4 Practice Manager: Monitor, Support and Fulfil \(«ITMSF»\)](#)
- [ITIL® 4 Practice Manager: Collaborate, Assure and Improve \(«ITCAI»\)](#)
- [ITIL® 4 Foundation compact course \(«IT4»\)](#)
- [ITIL® 4 Practice Manager: Plan, Implement and Control \(«ITPIC»\)](#)

## Certification

You can book the exam in English or German. The courseware is in English and the official literature is in either English or German. In general, we recommend that you take the exam in the language of the official literature. When you register for the exam, you can choose the language of the exam and the language of the eBook.

You will receive a voucher for the online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera.

For more information about the exam, please visit the PeopleCert website [here](#).

**Format:** 40 multiple-choice exam questions, duration: 1.5 hours, pass rate: 70%, closed book

### «Take2» option:

This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert candidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

The «ITIL® 4 Specialist: Create, Deliver & Support» is one of the prerequisites for the ITIL® 4 Managing Professional certification, which assesses candidates' practical and technical knowledge of how to successfully deliver modern IT-enabled services, teams and workflows.

<https://www.peoplecert.org/en/terms-of-service-and-privacy-policy> – under this link you will find more information about the complaint management of our certification partner and your rights.

## Additional information



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## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-project-management/itil/course-itil-4-specialist-create-deliver-and-support](http://www.digicomp.ch/courses-service-project-management/itil/course-itil-4-specialist-create-deliver-and-support)