

ITIL® 4 Create, Deliver & Support

Course Description:

ITIL 4 brings ITIL up to date in 2019 by revising many established ITSM practices and placing them in the wider context of customer experience, value streams and digital transformation, as well as embracing new ways of working, such as Lean, Agile and DevOps.

This course not only teaches you how value streams can be built and managed holistically, but also how continuous improvement iterations and feedback loops can be included in value streams. The course explores areas such as development, testing, knowledge, customer and employee feedback, new technologies, sourcing and ways of managing work.

Course and Learning Objectives:

This course prepares candidates for the ITIL 4 Create, Deliver & Support exam. After completing this course, candidates can demonstrate sufficient understanding of ITIL 4 and apply it to the creation, delivery and support of services, as described in the syllabus. After passing the exam, candidates will be awarded the ITIL 4 Create, Deliver and Support certificate. This certification is one of the prerequisites for the ITIL 4 Managing Professional designation which assesses the candidate's practical and technical knowledge of how to run successful, modern IT-enabled services, teams and workflows. The purpose of the ITIL 4 Create, Deliver & Support course is:

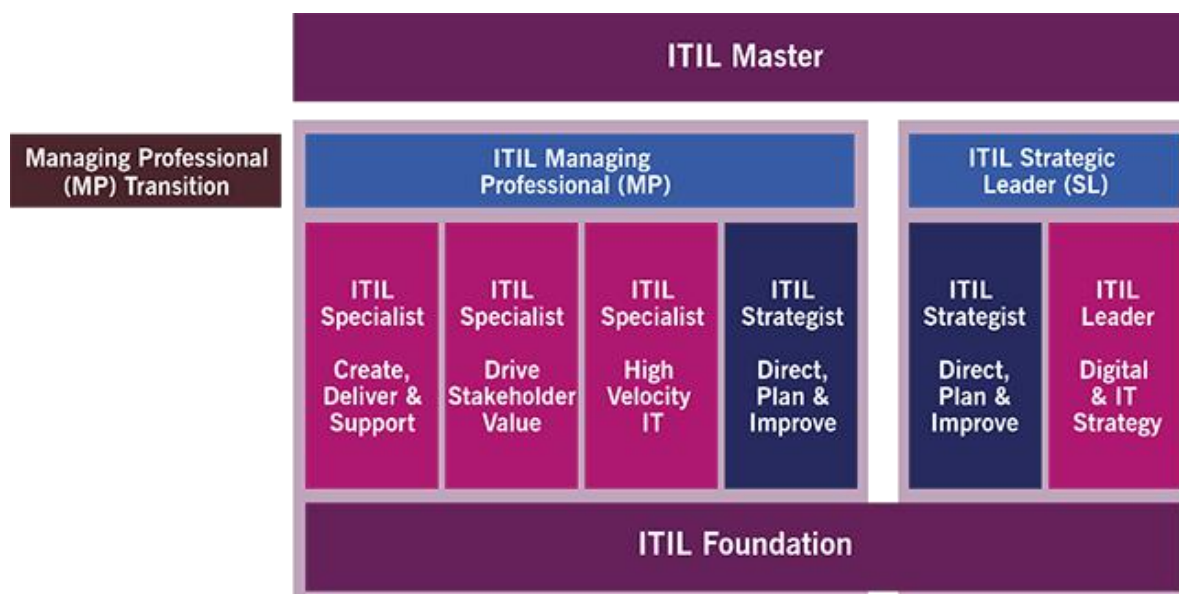
- to provide the candidate with an understanding of how to integrate different value streams and activities;
- to teach the candidate to create, deliver and support IT-enabled products and services, and to apply relevant practices, methods and tools;
- to provide the candidate with an understanding of service performance, service quality and improvement methods.

Course Approach:

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the participants' understanding of ITIL 4. Participants who have completed this course, and have done some self-study, are suitably prepared to take the associated ITIL 4 CDS exam.

Certificate:

ITIL® 4 Create, Deliver & Support



- Designation achieved once completed all relevant examinable modules in each stream
- Examinable modules towards ITIL Managing Professional and ITIL Strategic Leader
- Examinable module applicable to both ITIL Managing Professional and ITIL Strategic Leader
- Transition module for v3 ITIL Experts or those with 17 credits or more to gain ITIL Managing Professional designation

Course Student Material:

Participants will receive an ITIL® CDS classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Duration

3 days

Languages:

Cantonese

Prerequisites

For this course, you are required to have obtained your ITIL 4 Foundation certificate. You will need to provide us with a copy of this certificate upon registration in order to take this course.

Target Audience

This course is aimed at individuals who are continuing their journey in service management, such as ITSM managers and aspiring ITSM managers, ITSM practitioners managing the operation of IT-enabled and digital products and services, and those responsible for their end-to-end delivery, as well as holders of existing ITIL qualifications who wish to develop their knowledge further.

About the Examination:

The exam is closed book with forty (40) multiple-choice questions. The pass grade is 70% (28 out of 40 questions). The exam lasts 90 minutes and can be taken online.

ITIL exams are administered by PEOPLECERT, an Accredited ITIL Examination Institute. PeopleCert has announced the following changes for ITIL examinations effective 1 February 2022:

Online Proctoring as the only exam delivery method:

- This will be remotely proctored by a real invigilator via webcam.
- Candidate should choose a date for the exam. We can help to book your exam (first attempt). They can take their exam anywhere that must meet the requirements of online proctored exam (PIs refer Online exam user guide: <https://www.peoplecert.org/exams-peoplecert-online-proctoring-windows>).