ITIL® 4 Specialist : Create, Deliver & Support

Filière : **Méthodes, Tests, normes**   Sous-filière : **ITIL, Prince2...**

RÉFÉRENCE	DURÉE	PRIX UNITAIRE HT
ITILSCDS	**3 JOURS (21H)**	**1 695 €**

Description

Our 3-day "ITIL® 4 Specialist: Create, Deliver and Support" module is part of the Managing Professional stream for ITIL 4 and is part of the certifications needed towards the "Managing Professional MP" qualification.

This course covers the integration of proven IT areas of work, from the design, building and testing to the launch, run and support of products and services. This module also provides guidance on building and maintaining professional skills as collaboration, strong and positive culture, integrated teams and employee satisfaction.

The Create, Deliver and Support module aligns with the middle part of the ITIL 4 value chain, which is about creating, delivering and supporting services.

Participants will acquire the relevant knowledge and experience through presentations, activities, exercises and examples included in the course, and will be prepared to pass the ITIL® Specialist: Create, Deliver & Support certification exam.

Objectifs pédagogiques

- How to plan and build a service value stream to create, deliver and support services
- The benefits and challenges of service quality and a continual improvement culture
- How to deliver innovative and reliable tech-enabled services to their customers in an increasingly competitive market

Public cible

- Architectes
- Chefs de projets
- Consultants
- Consultants informatiques
- Directeurs de projets
- Ingénieurs
- Professionnels de l'IT

OXiane Institut

Pré-requis

To participate in this course, participants must hold the ITIL 4 Foundation certificate.

Participants must provide us with a copy of their certificate when registering to be admitted to this course.

Programme de la formation

Organization and Culture

- Organizational Structures
- Team Culture
- Continuous Improvement Culture
- Collaborative Culture
- Customer-Oriented Mindset
- Positive Communication

Effective Teams

- Capabilities, Roles and Competencies
- Workforce Planning
- Employee Satisfaction Management
- Results Based Measuring and Reporting

Information Technology to Create, Deliver and Support Service

- Integration and Data Sharing
- Reporting and Advanced Analytics
- Collaboration and Workflow
- Robotic Process Automation
- Artificial Intelligence and Machine Learning
- CI/CD
- Information Model

Value Stream

- Anatomy of a Value Stream
- Designing a Value Stream
- Value Stream Mapping

Value Stream to Create, Deliver and Support Services

- Value Stream for Creation of a New Service

Value Stream for User Support

- Value Stream Model for Restoration of a Live Service

Prioritize and Manage Work

- Managing Queues and Backlogs
- Prioritizing Work
- Shift-Left Approach

Commercial and Sourcing Considerations

- Build or Buy
- Sourcing Models
- Service Integration and Management
- Preparing for the exam: mock exam

Qualité

Cette formation est accessible aux personnes en situation de handicap, nous contacter en cas de besoin d'informations complémentaires.

💡 Programme mis à jour le **14 novembre 2023**