

## COURSE OUTLINE



**Course Code:** SMG-4CDS

**Course Name:** ITIL® 4 Create, Deliver & Support (Includes online Exam)

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
Self-paced	Intermediate	IT Service eLearning	N/A	Management

### Course Overview

This module covers the 'core' service management activities and expands the current scope of ITIL to cover the 'creation' of services. This module focuses on the integration of different value streams and activities to create, deliver and support IT-enabled products and services whilst also covering supporting practices, methods, and tools.

This module will also cover service performance and will give practitioners an understanding of service quality and improvement methods.

It will enable IT, practitioners, to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market

## **Prerequisites**

All modules have ITIL 4 Foundation as a pre-requisite.

## **Target Audience**

ITIL 4 Specialist Create, Deliver, and Support is aimed at ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery. Accredited training for the ITIL Managing Professional modules is mandatory to enable a full understanding of the core material.

## **At course completion**

The ITIL 4 Create, Deliver and Support course covers the content in relation to the following learning outcomes of the exam specification for the ITIL 4 Managing Professional Transition module:

- Understand how to plan and build a service value stream to create, deliver, and support services
  - Know how relevant ITIL practices contribute to the creation, delivery, and support across the SVS and value streams
  - Know how to create, deliver and support services
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## Topics

**Module 1: Organization and Culture**

**Module 2: Effective Teams**

**Module 3: Information Technology to Create, Deliver and support services**

**Module 4: Value Streams**

**Module 5: Value Stream to Create, Deliver and Support Services**

**Module 6: Value Stream for User Support**

**Module 7: Prioritize and Manage work**

**Module 8: Commercial and Sourcing Considerations**

## Exams and Certifications

*(Please note that PeopleCert examinations cannot be sold separately and are included in the course pricing)*

### **ITIL Create, Deliver & Support exam format**

Multiple choice examination questions

40 questions

28 marks required to pass (out of 40 available) - 70%

90 minutes

duration

Closed book.

- Configure retention policies and labels
  - Create custom keywords dictionaires
  - implement documents fingerprinting
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## Vendor Annotation

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