

# ITIL<sup>®</sup> 4 SPECIALIST: CREATE, DELIVER AND SUPPORT

Course Code: 100437

Integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools.

This course provides those IT leaders, practitioners and support staff who already hold the ITIL 4 or ITIL 3 Foundation qualification with an understanding of how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools. It gives them an understanding of service performance, service quality and improvement methods. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.

As a part of this course, all candidates will receive an exam voucher to schedule the ITIL Specialist: Create, Deliver and Support exam through Peoplecert. As of February 1, 2022, all exams will be administered in an online proctored format only. Exams can be scheduled at [www.peoplecert.org](http://www.peoplecert.org).

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## What You'll Learn

- Understand how to plan and build a service value stream to create, deliver and support services
- Know how relevant ITIL 4 practices contribute to creation, delivery and support across the SVS and value streams
- Know how to create, deliver and support services
- Preparation to sit the ITIL 4 Create, Deliver, Support examination
- Understand the role of governance, risk and compliance and how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement
- Preparation to sit the ITIL 4 foundation examination

## Who Needs to Attend

- Individuals continuing their journey in service management

- ITSM managers and aspiring ITSM managers
- ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery

### Prerequisites

Candidates must hold the ITIL 4 or ITIL 3 Foundation certificate.

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CLASSROOM LIVE

\$2,795 CAD

3 Day

## Classroom Live Outline

- Understand the concepts and challenges relating to the following across the service value system:
  - ☒ Organisational structure
  - ☒ Integrated/collaborative teams
  - ☒ Team capabilities, roles, competencies
  - ☒ Team culture and differences
  - ☒ Working to a customer-orientated mindset
  - ☒ Employee satisfaction management
  - ☒ The value of positive communications
- Understand how to use a 'shift left' approach
- Know how to plan and manage resources in the service value system:
  - ☒ Team collaboration and integration
  - ☒ Workforce planning
  - ☒ Results based measuring and reporting
  - ☒ The culture of continual improvement
- Understand the use and value of information and technology across the service value system:
  - ☒ Integrated service management toolsets
  - ☒ Integration and data sharing
  - ☒ Reporting and advanced analytics
  - ☒ Collaboration and workflow
  - ☒ Robotic process automation (RPA)
  - ☒ Artificial intelligence and machine learning
  - ☒ Continuous integration and delivery/deployment (CI/CD)
  - ☒ Information models
- Know how to use a value stream to design, develop and transition new services
- Know how the following ITIL practices contribute to a value stream for a new

service:

- ☐ Service design
- ☐ Software development and Management
- ☐ Deployment management
- ☐ Release management
- ☐ Service Validation and testing
- ☐ Change Enablement
- Know how to use a value stream to provide user support
- Know how the following ITIL practices contribute to a value stream for user support:
  - ☐ Service desk
  - ☐ Incident management
  - ☐ Problem management
  - ☐ Knowledge management
  - ☐ Service level management
  - ☐ Monitoring and event management
- Know how to co-ordinate, prioritize and structure work and activities to create deliver and support services, including:
  - ☐ Managing queues and backlogs
  - ☐ Prioritizing work
- Understand the use and value of the following across the service value system:
  - ☐ Buy vs build considerations
  - ☐ Sourcing options
  - ☐ Service integration and management (SIAM)

# ITIL® 4 SPECIALIST: CREATE, DELIVER AND SUPPORT

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VIRTUAL CLASSROOM LIVE

\$3,105 CAD

3 Day

## Virtual Classroom Live Outline

- Understand the concepts and challenges relating to the following across the service value system:
  - ☒ Organisational structure
  - ☒ Integrated/collaborative teams
  - ☒ Team capabilities, roles, competencies
  - ☒ Team culture and differences
  - ☒ Working to a customer-orientated mindset
  - ☒ Employee satisfaction management
  - ☒ The value of positive communications
- Understand how to use a 'shift left' approach
- Know how to plan and manage resources in the service value system:
  - ☒ Team collaboration and integration
  - ☒ Workforce planning
  - ☒ Results based measuring and reporting
  - ☒ The culture of continual improvement
- Understand the use and value of information and technology across the service value system:
  - ☒ Integrated service management toolsets
  - ☒ Integration and data sharing
  - ☒ Reporting and advanced analytics
  - ☒ Collaboration and workflow
  - ☒ Robotic process automation (RPA)
  - ☒ Artificial intelligence and machine learning
  - ☒ Continuous integration and delivery/deployment (CI/CD)
  - ☒ Information models
- Know how to use a value stream to design, develop and transition new services
- Know how the following ITIL practices contribute to a value stream for a new

service:

- ☐ Service design
  - ☐ Software development and Management
  - ☐ Deployment management
  - ☐ Release management
  - ☐ Service Validation and testing
  - ☐ Change Enablement
- Know how to use a value stream to provide user support
  - Know how the following ITIL practices contribute to a value stream for user support:
    - ☐ Service desk
    - ☐ Incident management
    - ☐ Problem management
    - ☐ Knowledge management
    - ☐ Service level management
    - ☐ Monitoring and event management
  - Know how to co-ordinate, prioritize and structure work and activities to create deliver and support services, including:
    - ☐ Managing queues and backlogs
    - ☐ Prioritizing work
  - Understand the use and value of the following across the service value system:
    - ☐ Buy vs build considerations
    - ☐ Sourcing options
    - ☐ Service integration and management (SIAM)

Jul 28 - 30, 2025 | 8:30 AM - 4:30 PM EDT

Sep 29 - Oct 1, 2025 | 8:30 AM - 4:30 PM EDT

Nov 10 - 12, 2025 | 8:30 AM - 4:30 PM EST

Nov 17 - 19, 2025 | 11:30 AM - 7:30 PM EST

Jan 12 - 14, 2026 | 8:30 AM - 4:30 PM EST



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PRIVATE GROUP TRAINING

3 Day

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