

# ITIL® 4 Specialist, Create, Deliver and Support: Certification

Hands-on course of 3 days - 21h

Ref.: ITH - Price 2024: CHF2 320 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Plan and build a value stream to create, deliver, and support a service.

Create, deliver, and support services.

Prepare for and take the ITIL 4 Specialist CDS certification exam

## TEACHING METHODS

This course involves active, participatory learning. ITIL® concepts are explained, illustrated through feedback, and enhanced with group discussions.

## CERTIFICATION

The certification exam is given in French. Training delivered in French.

## THE PROGRAMME

last updated: 06/2022

### 1) Organization, people and culture

- Organizational structure.
- Building effective teams.
- Developing team culture.
- Integrated/collaborative teams.
- Capabilities, roles, and skills of the team.
- Managing employee satisfaction.
- Shift Left approach. Planning and managing resources in the SVS.

### 2) Technologies and information

- Tools, integration and data sharing.
- Reporting and advanced analytics.
- Collaboration and workflow.
- Process automation.
- Artificial intelligence and machine learning.
- Continuous integration, delivery, and deployment (CI/CD).
- Value of an effective information model.

### 3) Value stream and developing a new service

- Value stream/value chain for a new service.
- Designing the service.
- Software development and management.
- Deployment management.
- Version management.
- Validating and testing the service.
- Activating the change.

### 4) Value stream model for restoration of a live service

- How to provide support.
- Service desk.
- Incident management.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- Problem management.
- Knowledge management.
- Service level manager.
- Monitoring and managing events.

#### 5) Prioritizing and managing work

- Coordinating, ranking, and structuring work and activities.
- Managing work in the form of tickets and backlogs.
- Sourcing and construction considerations.
- Subcontractor considerations: Service integration and management (SIAM) options.

#### 6) Preparing for and taking the ITIL® 4 CDS exam

- Review of the ITIL® 4 CDS program.
- Questions/answers between participant and trainer.
- Mock exam and group correction. Tips for the exam.

*Exam : The exam is multiple-choice: 40 questions in 90 minutes (113 minutes if English is not the candidate's native language) If at least 70% of the answers are correct (28 right answers), the exam is passed.*

## DATES

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### REMOTE CLASS

2024 : 24 Jun, 25 Sep, 27 Nov