



Pink E-learning Portal

**ITIL 4 Specialist: Create,  
Deliver and Support.**



# ITIL 4 Specialist, Create Deliver and Support Certification.

**Delivery Method:** E-learning

**Access Duration:** 365 days

**Pre-requisites:**

To take this course and attend the exam participants must have passed their ITIL 4 Foundation examination.

**Other Delivery Methods Available:** Classroom, Onsite and Virtual

## Overview:

The ITIL 4 Create Deliver Support training course will focus 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. The course focuses on service performance and will give participants an understanding of service quality and improvement methods. It will also enable IT practitioners to continue to deliver innovative yet reliable tech-enabled services

## Who should attend?

This module covers the 'core' service management activities and expands the current scope of ITIL to include the 'creation' of services. It 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.

“Create, Deliver and Support” module provides IT practitioners with an understanding of service quality and improvement methods, enabling them to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market.

ITIL 4 Specialist Create, Deliver and Support is aimed at individuals who are continuing their journey in service management, ITSM managers and 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 update and develop their knowledge further.

Accredited training for the ITIL Managing Professional modules is mandatory to enable full understanding of the core material. All modules have ITIL 4 Foundation as a pre-requisite.

## Learning objectives

- Learn how the relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams
- Know how to use a value stream to design, develop and transition new services
- Know how to create, deliver and support services
- Understand how to use a 'shift left' approach
- Know how the following ITIL practices contribute to a value stream for user support



## Course Modules

- Introduction to ITIL4 Create Deliver Support
- Organisation Concepts for Creating, Delivering and Supporting
- Value Streams to Create, Deliver and Support Services
- Creating, Delivering and Supporting Services
- Using Information and Technology to Create, Deliver and Support Services
- Two Practice Exams

### Duration:

One of the many great things about this course is that you are the boss of your deadline. You decide the pace, so you can go as slowly or as speedily as you like. You can see underneath each lesson title approximately how much time you will need, but you can also take a break during the lesson and pick up from where you left off at a later time. Please note, though, that it is important to follow the module in a linear order, as you need the content of a previous lesson to understand the following one.

### Multi-Device Capability:

You can follow this course on any device you like, be it your computer, laptop, tablet or smartphone. If you leave a lesson unfinished on your computer, you can continue where you left off on your smartphone.

### Exam

This course is designed for you to, hopefully, pass your ITIL 4 Create, Deliver and Support exam. You can go through the course at your own pace, and afterwards apply for the exam when you feel you are ready to do so. You can find out more about how to register for your exam at the end of this course.

Before you do so, you can test yourself with our trial exam. This will be a good benchmark to see if you are ready for the real thing. Another indicator of how exam-ready you are, is the retention bar in the upper right corner of each page. This bar is linked to the MemoTrainer, and will only fill up if you answer your MemoTrainer questions correctly. If this bar is above 80%, you are ready!