Enterprise Computing Solutions - Education Services

# NABÍDKA ŠKOLENÍ

**Prosím kontaktujte nás zde**

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# ITIL® 4 Specialist: Create, Deliver and Support (CDS) + Exam

| Kód: | DÉLKA: | CENA: |
|---|---|---|
| ITI_SP-CDS | 24 Hours (3 DENNÍ) | Kč bez DPH 34,500.00 |

## Description

ITIL 4 takes a holistic approach to building and modifying technology-enabled services from demand to value. The Create, Deliver and Support (CDS) course is about utilizing service management, adapting and adopting best practices, and using the ITIL service value system (SVS) framework to facilitate value co-creation in organizations. The CDS course provides practical guidance for those who work within the broad scope of technology-enabled services. CDS also provides clear guidance on how to collaborate and coordinate efforts to design, build, and support integrated and effective products and services, building from ITIL Foundation. ITIL 4 Create, Deliver and Support also addresses the cultural and team management aspects of product and service management, provides an overview of the tools and technologies which support service management, and demonstrates how to integrate management practices into end-to-end value streams. It is one of three ITIL 4 Specialist publications and is part of the requirements to complete the ITIL 4 Managing Professional designation.
Školení pořádá vzdělávací centrum HEWLETT-PACKARD s.r.o.

## Cíle

Create, Deliver and Support (CDS) provides candidates with an understanding on how to integrate different value streams and activities to create, deliver and support Tenabled products and services, as well as how to apply relevant practices, methods and tools. The course prepares candidates for the PeopleCert ITIL 4 Specialist Create, Deliver and Support formal examination. The official course syllabus outlines the following three categories:
• Understand how to plan and build a service value stream to create, deliver and support services
• Know how relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams
• Know how to create, deliver and support services

## Určeno pro

• Senior IT leaders and executives
• Managers, supervisory staff and team leaders
• IT professionals who require a deeper understanding of the ITIL 4 publications, and how ITIL 4 concepts and activities canbe implemented to enhance the quality of IT service management within an organization
• IT professionals working in roles associated with a service-based business model
• IT architects, IT planners, IT consultants, IT audit managers, IT security managers, IT developers and operational support staff
• Service management professionals and ITSM trainers interested in achieving the Managing Professional designation in the new ITIL 4 framework

## Program

Module 0: Course Overview
Module 1: Introduction to Create, Deliver, and Support
Module 2: The Evolution of Professionalism in IT and Service Management
Module 3: Using Information and Technology to Create, Deliver, and Support Services
Module 4: Value Streams to Create, Deliver, and Support Services
Module 5: Practices for CDS • Change enablement
• Deployment management
• Incident management
• Knowledge management
• Monitoring and event management
• Problem management
• Release management
• Service design

• Service desk
• Service level management
• Service validation and testing
• Software development and management
Module 6: Prioritizing and Managing Work
Exam Preparation

## Termíny školení

Termíny školení na vyžádání, kontaktujte nás prosím

## Dodatečné informace

Školení je možné zajistit na míru. Kontaktujte nás pro bližší informace.