

ITIL® 4 Specialist: Create, Deliver & Support (CDS)

HDAA



Enhance your IT Service Management Skills on selected ITIL practices.

This 3-day course covers the core service management activities and expands beyond the current scope of ITIL v3 to cover the 'creation' of services.

The course covers the following ITIL 4 practices to help you understand the major factors that contribute to the successful creation, delivery, and support across ITIL's new service value system (SVS) business model:

- Service design price and orchestration
- Software development and management
- Deployment management
- Release management
- Service validation and testing
- Change enablement
- Ensuring stakeholder satisfaction
- Service Desk
- Incident management – detection and resolution
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management

What You Will Learn

Understand how to plan and build a service value stream to create, deliver, and support services:

- Learn the concepts and challenges that relate to organizational structure, team capabilities, roles, and culture across the SVS
- Understand the value of positive communications
- Understand the planning and management of resources in the SVS
- Understand the value and use of IT across the SVS

Discover how relevant ITIL practices contribute to creation, delivery, and support across the SVS and value streams:

- Learn how to design, develop, and transition a value stream using ITIL practices
- Learn how to better provide user support using ITIL practices

Learn how to create, deliver, and support services:

- Discover how to prioritize, structure, and coordinate work and activities
- Understand buy versus build considerations, sourcing options, and
- service integration management (SIAM)

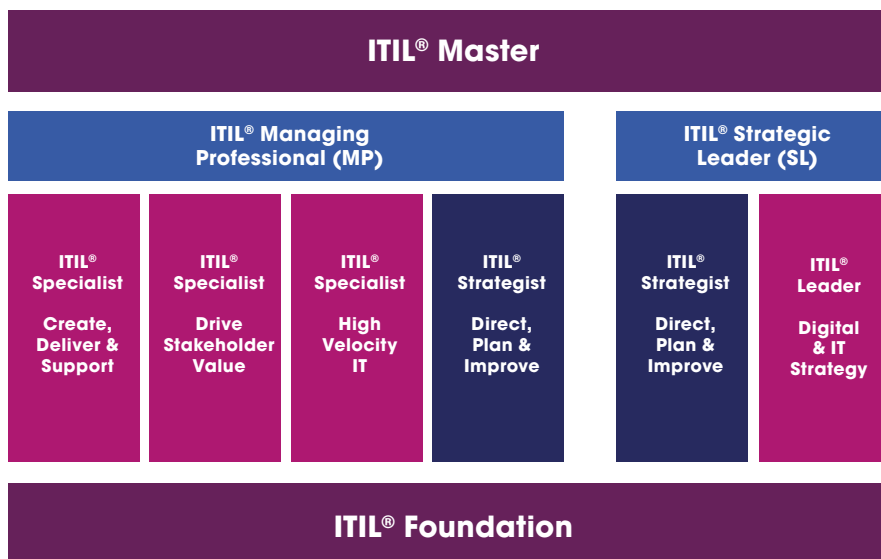
Who Should Attend

This course is aimed at IT service management practitioners who are seeking to obtain the ITIL Managing Professional (MP) designation, and/or responsible for the operation of IT-enabled and digital services and for end-to-end support and delivery.

Roles include: Service Desk Directors/Managers • IT Infrastructure & Support Directors/Managers • Problem, Change, and Release Managers • DevOps Directors/Managers • Continual Improvement Program/Project Directors/Managers • Senior Service & Support Analysts • Process/Practice Owners • Service Level Management Directors/Managers.

ITIL 4 Qualification Scheme

The ITIL® Specialist: Create, Deliver & Support (CDS) course is one of five courses required to achieve ITIL 4's Managing Professional (MP) designation.



Pre-requisites

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

Further Details

For all other information, such as course price, dates, times, certification, learning methods and how to register contact HDAA on

1300 130 447 or www.hdaa.com.au

About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

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