ITIL 4 Specialist CDS (Create, Deliver & Support)

Topics:

- 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)