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# ITIL® 4 SPECIALIST: CREATE, DELIVER AND SUPPORT At a Glance






## › THE 'ENGINE ROOM' OF THE DIGITAL AND IT FUNCTION



# WHAT IS ITIL 4 SPECIALIST: CREATE, DELIVER AND SUPPORT?

ITIL 4 Specialist: Create, Deliver, and Support module is the 'engine room' of the digital and IT function. It is integral to the ITIL 4 Practice Manager and Managing Professional streams, focusing on the core activities of the service management lifecycle, and is designed to deepen professionals' understanding and practical application of ITIL 4 in creating, delivering, and supporting services that achieve excellence and drive customer satisfaction.

## AT A GLANCE

 <p>Suitable for all IT professionals</p>	 <p>Key benefits Sharpens your design and delivery skills</p>	 <p>Globally accepted in the market</p>	 <p>Exam available in 9 languages</p>	 <p>Flexible eLearning options</p>
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## KEY BENEFITS

- › **Practical knowledge and skills in designing, developing and managing the delivery and support of IT-enabled products and services**  
This module provides guidance to successfully deploy core service management activities and to achieve immediate tangible results to changes made in working methods.
- › **Comprehensive understanding**  
Master the intricacies of designing, developing, and managing IT-enabled products and services.
- › **Professional growth**  
Achieve a globally recognized certification that signals your expertise in service management, paving the way for career advancement.
- › **Immediate application**  
Utilize ITIL 4 principles to enhance service management practices, leading to increased efficiency and customer satisfaction.
- › **Collaborative excellence**  
Foster a culture of teamwork and continuous improvement, driving operational excellence and innovation.
- › **Industry-recognized certification**  
Showcase your ability to excel in essential IT service management, and to handle critical tasks in the field.
- › **Employers' first choice**  
Certify your expertise in managing IT services, making you the preferred choice for roles in IT service management and support.
- › **New career opportunities**  
Advance your career in IT with an ITIL certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape.



## WHAT WILL YOU LEARN?

### **Service design and development:**

Learn how to design and develop services that meet customer needs and fulfill business objectives. Acquire the skills needed to define requirements, design components and ensure service quality.

### **Service delivery:**

Understand the processes and activities involved in delivering high-quality IT services, including service transition and operation.

### **Service support:**

Gain expertise in the support functions and practices required to maintain and manage IT services effectively.

### **Service performance metrics:**

Identify and measure Key Performance Indicators and other metrics to assess the performance and effectiveness of IT services.

### **Service automation and technology:**

Discover the role of automation and technology in service creation, delivery and support.

### **Culture and collaboration:**

Learn how to foster a service-oriented culture within your organisation and promote collaboration between teams and departments to deliver successful projects.

### **Continuous improvement:**

Continuous improvement is the ITIL framework's main area of focus. Discover how to leverage data and feedback to improve services, processes and practices.

### **Customer and user experience:**

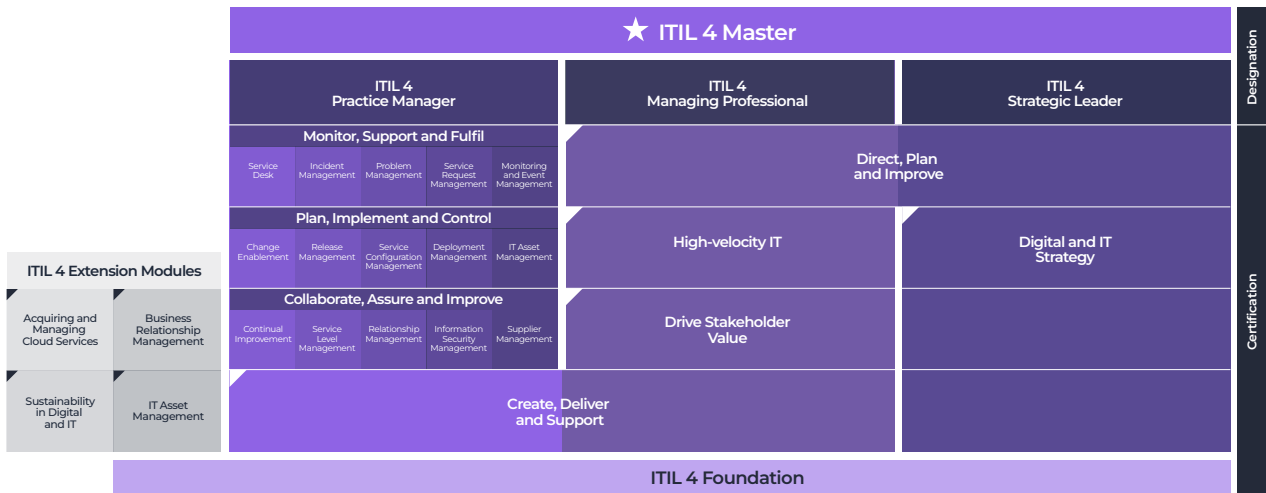
Align services with customer expectations to deliver exceptional customer experiences and address needs promptly and efficiently.

### **ITIL 4 principles:**

Apply ITIL 4's guiding principles to boost efficiency.



# OFFICIAL ITIL 4 CERTIFICATION SCHEME



**ITIL 4 Foundation** is a prerequisite for any ITIL 4 certification, except for the extension modules Acquiring and Managing Cloud Services, and Sustainability in Digital and IT that do not have any prerequisite.

**ITIL 4 Managing Professional** is awarded when the Create, Deliver and Support, the Drive Stakeholder Value, the High-velocity IT, and the Direct, Plan and Improve certifications are achieved.

**ITIL 4 Strategic Leader** is awarded when the Digital and IT Strategy, and Direct, Plan and Improve certifications are achieved.

**ITIL 4 Practice Manager** is awarded when the Create, Deliver and Support certification, and a) any FIVE individual practice-based certifications are achieved, or b) when the Create, Deliver and Support certification, and any ONE certification from the pre-bundled courses is achieved: Monitor, Support and Fulfil, Plan, Implement and Control, or Collaborate, Assure and Improve.

**ITIL 4 Master** is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and Strategic Leader designations are all achieved.

## COURSE OBJECTIVES

Integrate different value streams in an end-to-end and holistic way

Improve existing practices and optimize workflows

Effectively manage IT and digital teams

Develop a service mindset and collaborative ways of working

Create, deliver, and support IT-enabled services

Emphasize adaptability, teamwork, and alignment with dynamic business needs

Enhance practical skills in applying ITIL 4 practices to real-world scenarios, improving service delivery and management

## EXAM INFORMATION



40 multiple  
choice  
questions



90  
minutes



Closed  
book



Minimum  
pass mark:  
70%



Prerequisites  
ITIL 4  
Foundation



Certification  
renewal  
every 3 years

Take the Next Step in Your Career

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