

ITIL 4 Specialist: Create, Deliver and Support

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2 Days Training, 1 Day Exam



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About this Course:

- This ITIL 4 Specialist course teaches candidates to integrate different value streams and activities to create, deliver, and support IT-enabled services and products. By the end of this ITIL 4 certification, candidates will understand the main service management activities in the ITIL framework and get certified in

ITIL 4 CDS.

Course Goals:

- Service design
 - Software development
 - Software management
 - Deployment management
 - Release management
 - Service validation and testing
 - Change enablement
 - Ensuring stakeholder satisfaction
 - Service desk
 - Incident management
 - Problem management
 - Knowledge management
 - Service level management
 - Monitoring and event management
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Audience:

IT service managers pursuing the ITIL Managing Professional (MP) designation or who operate IT-enabled services would benefit from this course. The ITIL Specialist certification is best suited for professionals continuing their journey in IT service management, ITSM managers, ITSM practitioners managing IT-enabled products and services, those responsible for the end-to-end delivery of IT-enabled products and services, and existing ITIL qualification holders wishing to expand their knowledge.

Course Format:

<input type="checkbox"/>	<input type="checkbox"/>
Присъствен (Classroom) Курс в Учебната ни зала или В Офис на Клиент	Онлайн (Online/Virtual) Курс във виртуална зала с инструктор

Course Language Option

<input type="checkbox"/>	<input type="checkbox"/>
Български (Bulgarian)	Английски (English)

You can choose the language in which the training will be conducted – Bulgarian or English. All our instructors are fluent in English.

Student Guides:



The training materials are available in electronic format. They can be used online / offline on any device. Lifetime access.

Lab Environment:



Each student has their own lab environment where the exercises are conducted, part of the course. You do not need to install software on a computer or special hardware requirements.

Participants in a face-to-face format in our Training Center have an individual computer during the training.

At Course

Completion:

Lifetime Access - Video Archive 24/7	Certificate of Course Completion

Exam Voucher for 1 free Exam Attempt. Exam/Voucher and Training cannot be sold separately/only one.

Approved Letter of Course Attendance

Course Duration:



- 3 working days (09:00 – 17:00)
 - 2 days training, 1 day exam or 24 hours of training (theory and practice) in non-working hours lasting 2 weeks
 - Saturday and Sunday 10:00 – 14:00, 14:00 – 18:00, 18:00 – 22:00
 - Monday and Wednesday 19:00 – 23:00
 - Tuesday and Thursday 19:00 – 23:00
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Payments :



An application for an invoice is accepted at the time of enrollment in the respective course.

An invoice is issued within 7 days of confirming the payment.

Next Class :



- There are no upcoming events.

Please use the contact details for more information.

Prerequisites:

- Basic IT Knowledge
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The course prepares for the following certification levels

- ITIL® 4 Specialist: Create, Deliver and Support