

**ITIL Specialist: Create, Deliver, and Support**

**Course Number:** ITIL-126
**Duration:** 3 days

**Overview**

This ITIL® Create, Deliver, and Support training course gives IT professionals a detailed understanding of value stream design, practice creation and alignment, and cross-functional collaboration models.

**The ITIL Specialist: Create, Deliver, and Support  Exam:** A voucher for a 90-minute, 40 question examination for each student is included with this class. If desired at an additional cost, an independent exam proctor can be arranged for your team at the end of the course.

**Prerequisites**

All students must have taken [ITIL 4 Foundations](file:////training/itil-4-foundations) passed the ITIL 4 Foundation examination prior to attending this course.

**Materials**

All ITIL training students receive comprehensive courseware.

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**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) for face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* Plan and build value streams
* Use ITIL practices to support the creation of new services
* Use ITIL practices to provide effective user support
* Coordinate, Prioritize, and Structure Work Activities
* Assess Build vs Buy Considerations
* Assess Sourcing Alternatives
* Service Integration and Management (SIAM)

**Outline**

* Introduction
* Plan and Build Value Streams
* Align Organizational Structure
* Create a Customer-Oriented Mindset
* Understand “Shift-Left” to Improve Velocity
* Learn Effective Collaboration and Team Development Techniques
* Establish Effective Information Workflows and Knowledge Sharing
* Use Practices to Support the Creation of New Services
	+ Service Design
	+ Software Development and Management
	+ Deployment Management
	+ Release Management
	+ Service Validation and Testing
	+ Change Enablement
* Use Practices to Provide Effective User Support
	+ Service Desk
	+ Incident Management
	+ Problem Management
	+ Knowledge Management
	+ Service Level Management
	+ Monitoring and Event Management
* Coordinate, Prioritize, and Structure Work Activities
	+ Managing Queues and Backlogs
	+ Prioritization
* Assess Build versus Buy Considerations
* Assess Sourcing Alternatives
* Using Service Integration and Management (SIAM)
* Conclusion