

ITIL® 4 Specialist: Create Deliver and Support CDS



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Online Course

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Course Modules

1.The Concepts & Challenges Across the Service Value System

- Organisational Structures
- Employee Satisfaction
- Building Effective Teams – Roles and Competencies
- Professional IT and Service Management Skills & Competencies
- Generalist or 'T-shaped' Models
- Developing a Broad Set of Competencies
- Developing Team Culture – What is Team Culture?
- What does Cultural Fit Mean and Why is it so Important?
- How to Develop and Nurture Good Team Culture?
- A Continual Improvement Culture
- Align with the Type of Work
- Learn Through Collaboration
- Servant Leadership
- Customer Orientation: Putting the Customer First
- Customer Experience
- Positive Communication
- Communication Principles



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2. Understand How to Use a 'Shift-Left' Approach

- Shift-Left Approach
- Building a Shift-Left Approach

3. Know How to Plan & Manage Resources in the Service Value

- Workforce Planning and Management
- Results-Based Measuring and Reporting
- Results-Based Approach
- Challenges

4. Know How ITIL Practices Contribute to a Value Stream

- Service Design
- Software Development and Management
- Deployment Management
- Release Management
- Service Validation and Testing
- Change Enablement



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5. Understand the Use and Value of Information & Technology

- Integration and Data Sharing
- Integration Topologies
- Integration Approaches
- Reporting and Advanced Analytics
- Data Analytics
- Big Data
- Collaboration and Workflow
- Tools and Capabilities
- Robotic Process Automation
- RPA Technologies
- Artificial Intelligence
- Architectural Considerations
- Application and Value
- Machine Learning
 - Supervised Learning
 - Benefits and Limitations of Machine Learning
- Continuous Integratn, Continuous Delvry & Continuous Deploy
- Goals and Value Measurement
- CI/CD Pipeline
- Aligning CI/CD with ITIL
- How Would ITIL Deploy a Change?



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- CI/CD Does Not Suit Every Situation
- Value of an Effective Information Model
- Anatomy of an Information Model
- Integrated Service Management Toolsets

6. How to Use a Value Stream to Design, Develop, & Transition

- Value Streams to Create, Deliver and Support Services
- ITIL Service Value Streams
- Structure of an ITIL Service Value Stream
- Value Streams and Organisations
- Value Stream Considerations
- Designing a Service Value Stream
- Describing a Step of a Value Stream
- Value Stream Mapping
- Key Metrics When Analysing a Value Stream
- Process Timing
- Simple Representation of a Value Stream
- Complex Representation of a Value Stream
- Model Value Streams for Creation, Delivery, and Support
- Development of a New Service
- Design Considerations
- Journey from Demand to Value
- Development of a New Service
- Demand and Value



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- Step 1: Acknowledge and Document the Service Requirements
- Step 2: Decide Whether to Invest in the New Service
- Step 3: Design and Architect the New Service to Meet Customer
- Step 4: Build, Configure, or Buy Service Components
- Step 5: Deploy Service Components in Preparation for Launch
- Step 6: Deliver and Support Within the Service Value Chain

7. Know How ITIL Practices Contribute to a Value Stream

- Restoration of a Live Service
- Design Considerations
- Demand and Value
- Journey from Demand to Value
- Restoration of a Live Service
- Step 1: Acknowledge and Register the User Query
- Step 2: Investigate the Query, Reclassify it as an Incident,
- Step 3: Obtain a Fix from the Specialist Team
- Step 4: Deploy the Fix
- Step 5: Verify that the Incident has been Resolved
- Step 6: Request Feedback from the User
- Step 7: Identify Opportunities to Improve the Overall System



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8. How ITIL Practices Contribute to a Value Stream for User

- Service Desk
- Incident Management
- Problem Management
- Knowledge Management
- Service Level Management
- Monitoring and Event Management

9. How to Co-Ordinate, Prioritise & Structure Wrk & Activities

- Why Do We Need to Prioritise Work?
- Managing Work as Tickets
- Prioritisation and Demand Management
- How to Prioritise Work?
- Swarming
- Commercial and Sourcing Considerations
- Build or Buy' Considerations
- Commodification
- Defining Requirements for Service Components
- Selecting a Suitable Vendor
- Sourcing Options and Models
- Outsourcing Considerations
- Service Integration and Management

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