

# ITIL® 4 Specialist: Create, Deliver and Support

Course code: ITIL4CDS1T

This course covers the 'core' service management activities and expands the current scope of ITIL to cover the 'creation' of services. This course focuses on the integration of different value streams and activities to create, deliver and support IT-enabled products and services whilst also covering supporting practices, methods and tools. This course will also cover service performance and will give practitioners an understanding of service quality and improvement methods. It will enable IT practitioners to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market. Accredited ITIL® 4 Specialist: Create, Deliver and Support training is provided by ict-123.com nebo Agilist s.r.o. accredited by PeopleCert Examination Institute.

| Affiliate  | Duration | Course price | ITB |
|------------|----------|--------------|-----|
| Praha      | 3        | 35 700 Kč    | 0   |
| Brno       | 3        | 35 700 Kč    | 0   |
| Bratislava | 3        | 1 700 €      | 0   |

The prices are without VAT.

## Course terms

| Date       | Duration | Course price | Type   | Course language | Location                |
|------------|----------|--------------|--------|-----------------|-------------------------|
| 19.03.2025 | 3        | 1 700 €      | Online | CZ/SK           | GOPAS Bratislava online |
| 19.03.2025 | 3        | 35 700 Kč    | Online | CZ/SK           | GOPAS Praha online      |

The prices are without VAT.

## Target group

- IT managers
- Process owners
- IT specialists
- Members of DevOps teams
- Product owners

## Take away

At the end of this training, you will have gained the knowledge and skills to:

- Understand the key concepts
- Deal with challenges of time of the digital transformation
- Plan and manage resources
- Use information and technologies within the service value system
- Utilize ITIL practices contributing to the value streams (new service and user support)
- Co-ordinate, prioritize and structure work and activities to deliver and support services

## Training materials

Every course participant receives a manual in the English language, and other complementary materials. Training is delivered in Czech or English language.

## Content of the course

The course covers topics as follows:

- Recap of basic concepts
- Professionalism in IT
- Role of information and technology
- The use of value stream

### GOPAS Praha

Kodaňská 1441/46  
101 00 Praha 10  
Tel.: +420 234 064 900-3  
[info@gopas.cz](mailto:info@gopas.cz)

### GOPAS Brno

Nové sady 996/25  
602 00 Brno  
Tel.: +420 542 422 111  
[info@gopas.cz](mailto:info@gopas.cz)

### GOPAS Bratislava

Dr. Vladimíra Clementisa 10  
Bratislava, 821 02  
Tel.: +421 248 282 701-2  
[info@gopas.sk](mailto:info@gopas.sk)



Copyright © 2020 GOPAS, a.s.,  
All rights reserved

# ITIL® 4 Specialist: Create, Deliver and Support

- Prioritizing and managing work
- Recap
- Certification exam

## Certification Exam

- Prerequisites: The candidate must have passed the ITIL4 Foundation examination
- Closed-book format
- Computer-Based the last day of the training
- 40 multiple choice questions
- Passing score 70% (28 of 40)
- Duration 90 min (+25% for non-native speakers)
- Bloom's level 2 and 3

ITIL®, PRINCE2®, PRINCE2 Agile® and the Swirl logo are registered trademarks of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

### GOPAS Praha

Kodaňská 1441/46  
101 00 Praha 10  
Tel.: +420 234 064 900-3  
[info@gopas.cz](mailto:info@gopas.cz)

### GOPAS Brno

Nové sady 996/25  
602 00 Brno  
Tel.: +420 542 422 111  
[info@gopas.cz](mailto:info@gopas.cz)

### GOPAS Bratislava

Dr. Vladimíra Clementisa 10  
Bratislava, 821 02  
Tel.: +421 248 282 701-2  
[info@gopas.sk](mailto:info@gopas.sk)



Copyright © 2020 GOPAS, a.s.,  
All rights reserved