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	35 700 Kč	Online	CZ/SK	Gopas Praha Online
19.03.2025	3	1 700 €	Online	CZ/SK	Gopas Bratislava Online
15.04.2025	3	35 700 Kč	Presence	CZ/SK	Gopas Praha Prezenční

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 transformationň
- 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

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- The use of value stream
- 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

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