

COURSE OVERVIEW

Course Name:
(MC-CDSE) ITIL®4
Create, Deliver & Support

COURSE DURATION: 3 Days

Gauteng:

3rd Floor, 34 Whitely Road
Melrose Arch
Johannesburg
2196

Gauteng:

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town:

3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

Durban:

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302



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INTRODUCTION

This module covers the 'core' service management activities and expands the current scope of ITIL to include the 'creation' of services. It 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.

“Create, Deliver and Support” module provides IT practitioners with an understanding of service quality and improvement methods, enabling them to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
 - Johannesburg, Durban, Cape Town
- Virtual instructor-led training
- Nationally: on-site at the client



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INTENDED AUDIENCE

- Individuals managing the operation of IT-enabled and digital services.
- Individuals responsible for the end-to-end delivery of products and services, including development, deployment and monitoring and support.
- Individuals responsible for assuring that services are delivered and supported according to agreed levels.
- ITSM practitioners managing the operation of IT-enabled and digital products and services, and those responsible for the end-to-end delivery.

PREREQUISITES

- Learners must have an ITIL 4 Foundation certificate, or have attended and passed ITIL 4 Managing Professional Transition.
- ITIL v3 or previous versions of ITIL Foundation certificates are NOT a valid prerequisite.

COURSE OBJECTIVES

- Improve existing processes.
- Effectively manage IT teams.
- Optimize value streams and workflows.
- Align digital services with business strategy.
- Improve how services are developed.
- Integrate new technologies embed Lean, Agile, and DevOps ways of working.

ASSOCIATED EXAMS AND CERTIFICATION

- 40 questions
- Multiple choice
- 28 out of 40 marks required to pass (70%)
- 90 minutes
- Closed book