ITIL4-CDS - ITIL®4 Specialist - Create, Deliver & Support (CDS)

ITIL® - - Project Management e Best Practice

Durata:	Lingue:	Certificazione:
3 Giorni	**Italiano**	**ITIL® 4 Managing Professional**

Descrizione del corso

ITIL® 4 Specialist Create Deliver and Support (ITIL 4 CDS) module covers the 'core' service management activities and expands the current scope of ITIL to cover the 'creation' of services. This module 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. In order to access ITIL® 4 Create Deliver and Support course and exam, you must have obtained ITIL® 4 Foundation certificate. The certification exam will be taken by the participants at the end of the course. The course includes the official teaching material and the related exam in electronic format. ITCore Group is a Reseller of Accredited ITIL® training courses provided by Green Mill Solutions, accredited ATO by Peoplecert. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. All AXELOS Limited related training courses (ITIL® and PRINCE2®) will only be delivered including certification exams.

Programma

- Introduction
- Organization, management & planning for CDS
- Information & technology, & the SVS
- Developing a new service; value stream & practices
- Supporting a live service; value stream & practices
- Techniques & options for CDS

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