



ITIL 4 Specialist: Create, Deliver & Support (E-Learning)

Competências Empresariais - Gestão TI

- **Nível:**
 - **Duração:** -h
-

Sobre o curso

ITIL 4 brings ITIL up to date in 2019 by revising many established ITSM practices and placing them in the wider context of customer experience, value streams and digital transformation, as well as embracing new ways of working, such as Lean, Agile and DevOps.

This 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. This module 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.

Why take this ITIL 4 Create, Deliver & Support training?

This course not only teaches you how value streams can be built and managed holistically, but also how continuous improvement iterations and feedback loops can be included in value streams. The course explores areas such as development, testing, knowledge, customer and employee feedback, new technologies, sourcing and ways of managing work.

Este curso e-learning inclui

- Conteúdos disponíveis 24/7
- Manual e o Exame de Certificação (online proctored)
- O curso oficial ITIL em e-learning tem a duração de 120 dias. No entanto, por forma a alcançar melhores resultados na aprendizagem, a GALILEU aconselha a realização do curso em **60 dias**. Para tal, o formando irá contar com:
 - Sessões de apoio em formato síncrono (online em tempo real)
 - 1 sessão de Kick Off de 1h para apresentação da plataforma de e-learning em que decorre o

curso e esclarecimento de dúvidas sobre a mesma

- 1 sessão de Q&A de 2h que ocorre 30 dias após o início do curso
- 1 sessão de Preparação para Exame de 2h que ocorre ao fim dos 60 dias do curso
- Se o resultado do primeiro exame não for bem sucedido, o formando tem uma segunda oportunidade para a sua certificação:
 - Válida para formandos que no resultado do primeiro exame não obtenham aprovação, ou seja, não será válida se não comparecer ao primeiro exame;
 - Terá que ser realizado no prazo máximo de 6 meses após o primeiro exame;
 - Será de realização Online, através de Remote Proctoring, por isso o formando poderá fazê-lo a partir de casa ou do escritório;
 - O formando recebe diretamente no email que utilizou para o registo do seu primeiro exame, todas as informações e instruções sobre a marcação deste segundo exame. Este processo será da responsabilidade do formando, não tendo a GALILEU qualquer intervenção no processo de marcação do segundo exame;
 - É pessoal e intransmissível e associado individualmente a cada formando

Este curso também está disponível no formato Presencial / Live Training. Para mais informações aceda ao link: [ITIL® 4 Specialist: Create, Deliver & Support](#)

About the exam

The exam is closed book with forty (40) multiple-choice questions. The pass grade is 70% (28 out of 40 questions). The exam lasts 90 minutes and can be taken online.

Destinatários

This course is aimed at individuals who are continuing their journey in service management, such as ITSM managers and aspiring ITSM managers, ITSM practitioners managing the operation of IT-enabled and digital products and services, and those responsible for their end-to-end delivery, as well as holders of existing ITIL qualifications who wish to develop their knowledge further.

Objetivos

This course prepares candidates for the ITIL 4 Create, Deliver & Support exam. After completing this course, candidates can demonstrate sufficient understanding of ITIL 4 and apply it to the creation, delivery and support of services, as described in the syllabus. After passing the exam, candidates will be awarded the ITIL 4 Create, Deliver and Support certificate. This certification is one of the prerequisites

for the ITIL 4 Managing Professional designation which assesses the candidate's practical and technical knowledge of how to run successful, modern IT-enabled services, teams and workflows.

The purpose of the ITIL 4 Create, Deliver & Support course is:

- to provide the candidate with an understanding of how to integrate different value streams and activities;
 - to teach the candidate to create, deliver and support IT-enabled products and services, and to apply relevant practices, methods and tools;
 - to provide the candidate with an understanding of service performance, service quality and improvement methods
-

Pré-requisitos

For this course, you are required to have obtained your ITIL 4 Foundation certificate. You will need to provide us with a copy of this certificate upon registration in order to take this course.