

ITIL[®]4 SPECIALIST: Create, Deliver, and Support

Course Outline





Course Overview:

Learn to create, deliver and support IT-enabled products with help of this ITIL 4® Specialist course. Understand service performance, service quality, and improvement to be career ready for an important role in IT service management.

Course Highlights:

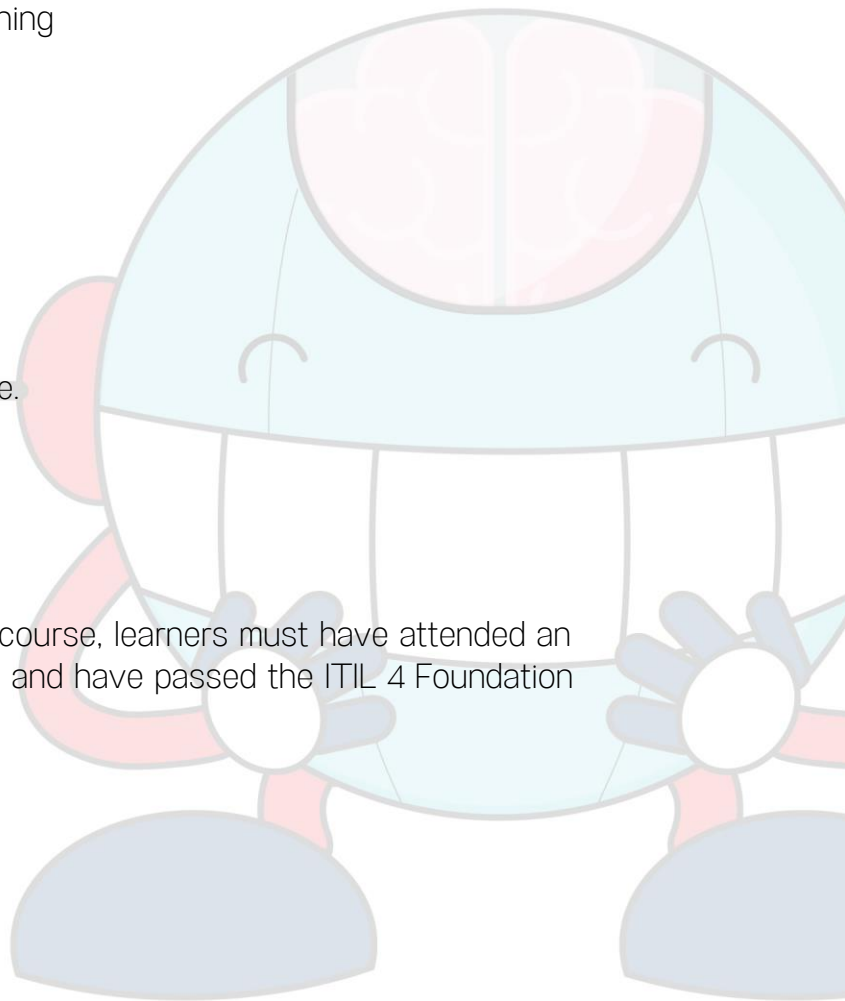
- 7.5 hours of online self-paced learning
- Exam fee included
- 2 simulation exams
- 20 PDUs for self-paced learning

Course Delivery Method:

This course is an online self learning course.

Prerequisites:

To be eligible to pass this ITIL Specialist course, learners must have attended an accredited training course for this course and have passed the ITIL 4 Foundation exam.



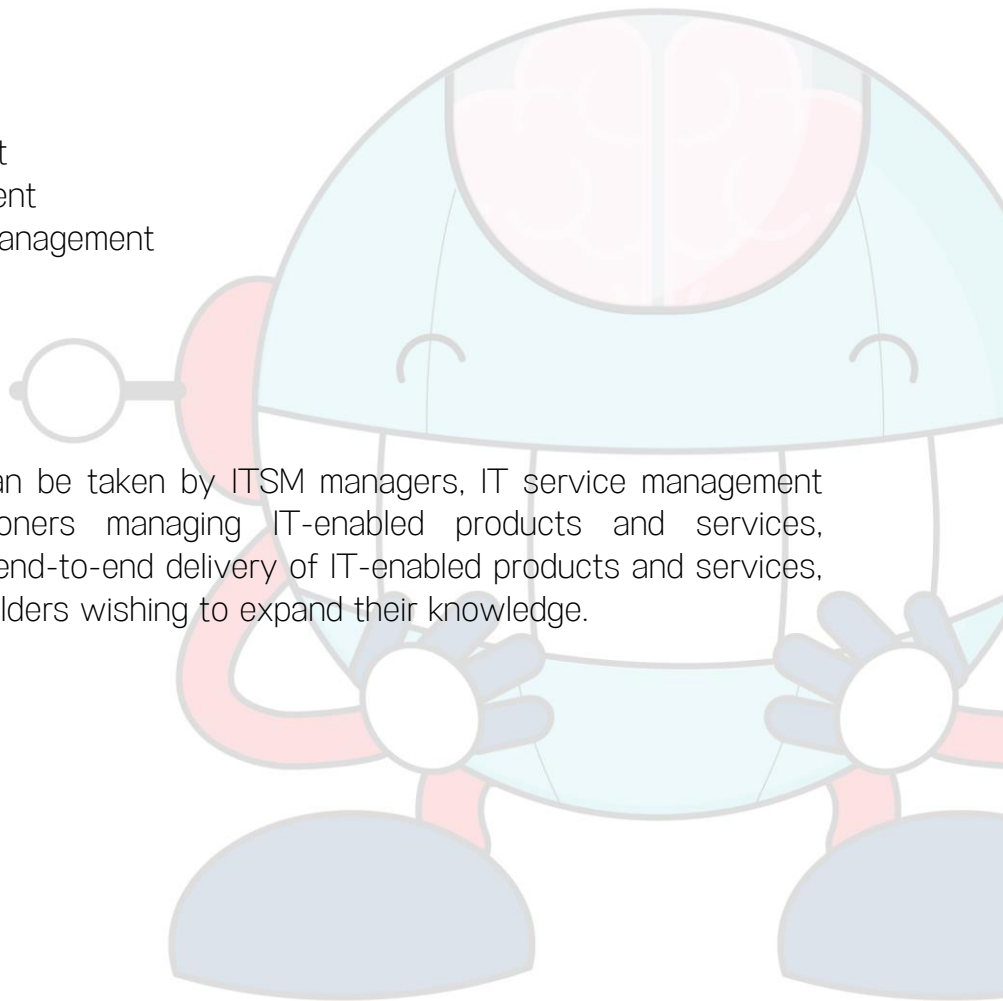


Skills Covered:

- Service design
- Software development
- Software management
- Deployment management
- Release management
- Service validation and testing
- Change enablement
- Stakeholder satisfaction
- Service desk
- Incident management
- Problem management
- Knowledge management
- Service-level management
- Monitoring and event management

Who Will Benefit:

This ITIL specialist course can be taken by ITSM managers, IT service management professionals, ITSM practitioners managing IT-enabled products and services, professionals responsible for end-to-end delivery of IT-enabled products and services, and existing ITIL certificate holders wishing to expand their knowledge.





Key Learning Outcomes:

This ITIL 4 Specialist course will help you following ways:

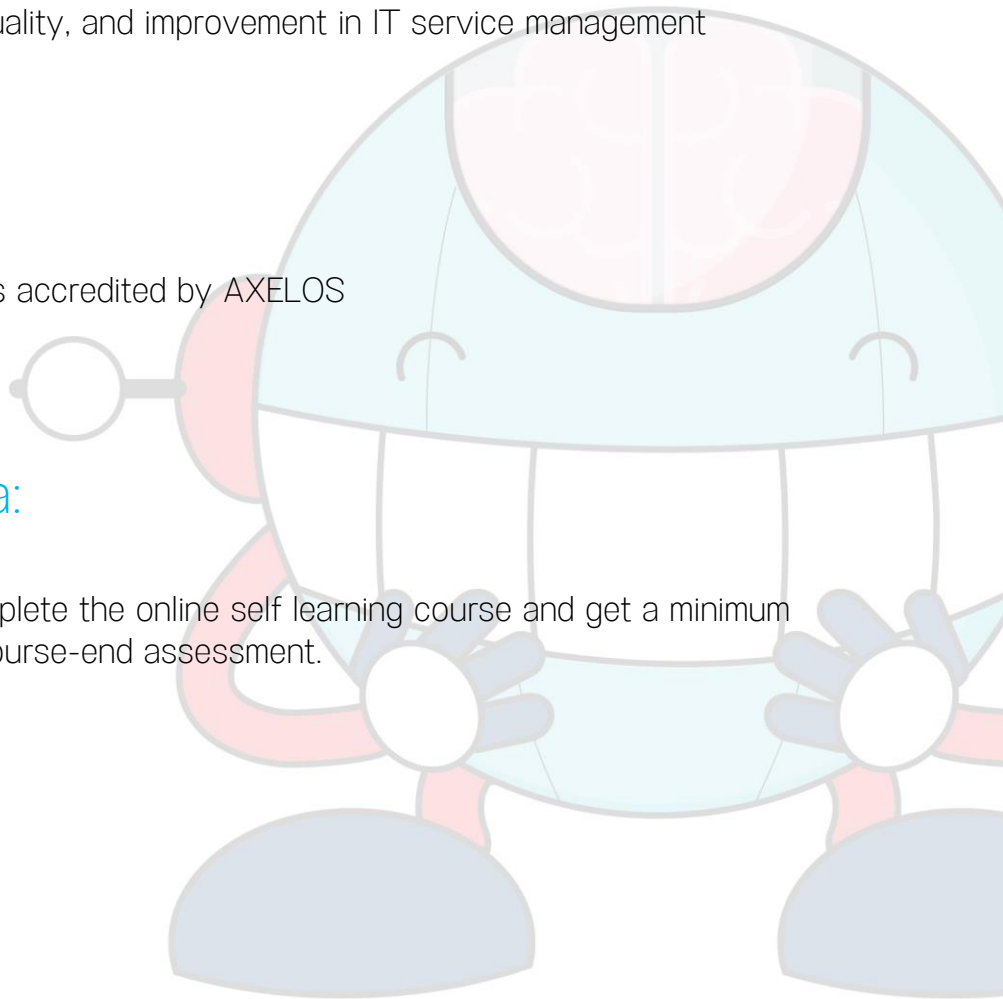
- Create, deliver and support IT-enabled products and services by integrating different value streams and activities
- Plan and build a service value stream to create, deliver, and support IT enabled products and services
- Learn and implement the relevant methods and tools for service performance, service quality, and improvement in IT service management

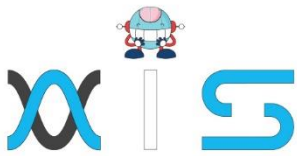
Accreditations:

This ITIL 4 Specialist course is accredited by AXELOS

Certification Criteria:

To unlock this certificate, complete the online self learning course and get a minimum score of 80 percent on the course-end assessment.





AIS

With the rising demand in scalable technology, AIS provides tailored goal-setting based on your organization's needs and expectations. With products geared towards the growing needs of your organization's customers and employees, AIS has innovative and value-driven solutions.

Learning Partners



SAS Management, Inc.

SAS Management, Inc. has been a leader in the training, certification and consulting services industry in the Philippines. With offices in Makati, Ortigas and Cebu, Philippines, the company has been the top training and consulting company for over 9 years. In its years of existence, it has provided certificates to over 100,000 professionals including 10,000 participants in the 160+ courses that have been conducted just during the 2020-2021 pandemic alone. The most sought-after courses being offered are ITIL, Project Management Professional (PMP)®, COBIT 5, Six Sigma Yellow Belt, Six Sigma Green Belt, PRINCE2, and organizational skills, among others.



Simplilearn

Simplilearn, based in California and India, is the world's #1 online bootcamp and one of the world's the leading certification and training providers. Simplilearn trained over 2,000,000 professionals with 2,000+ trainers and provides over 400 different courses.

Technology Partner

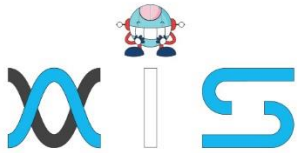


Freshworks

With over 40,000 customers, Freshworks is a business solutions software provider with products ranging from IT helpdesk and service desk, customer relationship management, live chat, marketing automation, phone system, and HR.

Partners & Affiliates





The program presented, as well as a wide range of programs are products of the partnership of AIS, SAS Management, Inc., and Simplilearn. With a common goal of providing the best practice of facilitating learning with an array of choices available in the online platform in this time of digitization.

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