







E-Learning COURSE OUTLINE

ITIL® 4 Specialist: Create, Deliver, and Support Certification Training

-  High quality Content
-  Study Guides
-  Learning Videos
-  Practice Tests
-  Learning Support
-  Learn on any device





Syllabus

Lesson 1: Course Introduction

- 1.1 Overview
- 1.2 Examination Format

Lesson 2: Plan and build a service value stream to CDS services

- 2.1 Understand how to plan and build a service value stream to create, deliver and support services

Lesson 3: Value Streams to Create, Deliver, and Support

- 3.1 Know how relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams

Lesson 4: Create, deliver and support services

- 4.1 Know how to create, deliver and support services

About SwissKnowledge

SwissKnowledge is a brand of Swiss Expert Consulting GmbH, designed to deliver training and consulting services to individuals and corporate customers

MAKE SMATER AND BETTER INVESTMENT



People Development

COURSES PORTFOLIO

SCRUM & AGILE

- Scrum Developer Certified (SDC)
- Scrum Master Certified (SMC)
- Scrum Product Owner Certified (SPOC)
- Agile Master Certified (SAMC)
- Agile Scrum Master (ASM)

PROJECT MANAGEMENT

- Project Management Professional
- PMI Risk Management Professional
- PRINCE2 Foundation & Practitioner
- MSP Foundation & Practitioner
- CBAP

QUALITY MANAGEMENT

- Six Sigma Green Belt (SSGB)
- Six Sigma Black Belt (SSBB)
- Lean Six Sigma Green Belt (LSSGB)
- Lean Six Sigma Black Belt (LSSBB)

IT SERVICE MANAGEMENT

- ITIL Foundation
- ITIL 4 Foundation

Trust your educational growth to



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