ITIL® 4 Specialist: Create, Deliver and Support Training

Duration: **3 Day**

BILGINÇ IT Academy
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Overview

In this 3-day hands-on {*training}, you'll explore **how to build, deliver, and support** IT-enabled products and services in a structured, value-driven way.

Beyond the technical processes, you'll gain deep insight into team culture, collaboration, communication, innovation, and how to apply modern technologies like automation, AI, and continuous deployment to improve service quality.

Bilginç IT Academy is an officially **Accredited Training Organisation (ATO)** by **PeopleCert**, the global leader in professional certification and exam delivery.
As an authorized PeopleCert partner, we deliver accredited training and official certification exams for **ITIL®, PRINCE2®, DevOps, and other PeopleCert-certified programs**, ensuring our learners receive globally recognized credentials with the most up-to-date curriculum.

Visit our official PeopleCert partner page here:Bilginç IT Academy – PeopleCert Official Partner

Important Information:
This course is an official program accredited by PeopleCert and is offered **only together with the corresponding certification exam**. The course fee **includes the exam fee**.
Participants can take the certification exam online through PeopleCert's examination system and earn an internationally recognized certificate.
This practice is mandatory to ensure compliance with PeopleCert's quality standards and accreditation guidelines.

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Prerequisites

To attend this course, you must hold an ITIL® 4 or ITIL® v3 Foundation certificate.
This ensures all participants have the essential baseline knowledge to dive deeper into advanced service management practices.

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Who Should Attend

- Professionals managing IT service operations
- Individuals involved in the full product/service lifecycle (development to support)
- Teams responsible for performance, stability, and continual improvement
- Anyone ensuring services meet defined quality levels

Outline

Quick Refresher: ITIL 4 Fundamentals

- Core principles, value streams, service value system

Creating Value Through New Services

- Designing and launching a new service using value stream mapping
- Integration of service design, testing, release, and change practices

Supporting Existing Live Services

- Structured models for live service support
- Key support practices: incident, knowledge, SLAs, monitoring

Tools & Technologies

- Leveraging automation, RPA, AI, ML, and AIOps
- Applying CI/CD pipelines to improve speed and consistency

Sourcing & Supplier Management

- Build vs. buy decisions
- Comparing outsourcing models
- Managing service integration with multiple vendors