<u>**View Full Course Details including Latest Schedule Online**</u>

ITIL®

ITIL® Specialist: Create, Deliver, Support

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Phoenix TS ITIL Specialist Create, Deliver and Support course explains design, digital products and services. The course also reviews: development, deployment, and monitoring activities.

Our 3-day instructor-led ITIL Specialist: Create, Deliver and Support training and certification course in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online covers the integration of a number of proven areas of what we might know as 'IT' areas of work – from design, to build and test, launch, run and support of products and services. These areas are all central elements in development and operations of technology systems and services that may be familiar. However often these areas have not been built, run and integrated as seamlessly as needed to fully deliver optimum value.

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Program Level

Advanced

Training Delivery Methods

Group Live

Duration

5 Days / 32 hours Training

CPE credits

26 NASBA CPE Credits

Field of Study

Information Technology

Advanced Prep

N/A

Course Registration

Candidates can choose to register for the course by via any of the below methods:

- Email: Sales@phoenixts.com
- Phone: 301-582-8200
- Website: www.phoenixts.com

Upon registration completion candidates are sent an automated course registration email that includes attachments with specific information on the class and location as well as pre-course study and test preparation material approved by the course vendor. The text of the email contains a registration confirmation as well as the location, date, time and contact person of the class.

Online enrolment closes three days before course start date.

On the first day of class, candidates are provided with instructions to register with the exam provider before the exam date.

Complaint Resolution Policy

To view our complete Complaint Resolution Policy policy please click here: Complaint Resolution Policy

Refunds and Cancellations

To view our complete Refund and Cancellation policy please click here: Refund and Cancellation Policy

Course Objectives

The course will help you to:

- improve existing processes
- effectively manage IT teams
- optimize value streams and workflows
- align digital services with business strategy
- improve how services are developed
- integrate new technologies embed Lean, Agile, and DevOps ways of working.

ITIL Specialist: Create, Deliver and Support Exam

Exam Details

- 40 questions
- Multiple choice
- 28 out of 40 marks required to pass (70%)
- 90 minutes
- Closed book

ITIL Specialist: Create, Deliver and Support Training FAQs

Who Should Take this Course?

- IT practitioners and leaders who design digital products and services
- IT practitioners and leaders who deliver and support them to agreed levels.

What is the recommended experience for this course?The ITIL 4 Foundation certification is a pre-requisite for studying Create, Deliver and Support.

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Phoenix TS is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints re-garding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org

Starting at **$2,549**

ATTENTION

For GSA pricing or Contractor quotes call
301-258-8200 – Option 2.

GSA

Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.