

ITIL[®] 4 CREATE VALUE AND DRIVE BUSINESS SUCCESS IN THE DIGITAL ERA

ITIL 4 CERTIFICATION SCHEME EXPLAINED

ITIL 4: THE EVOLUTION OF ITIL – HELPING YOU TACKLE THE DISRUPTION

ITIL is the most widely recognized framework for IT enabled services in the world, and has been providing comprehensive, practical and proven guidance to 90% of Fortune 500 companies for over 30 years.

ITIL 4 provides a flexible end-to-end IT and digital operating model for the delivery and operation of tech-enabled products and services.

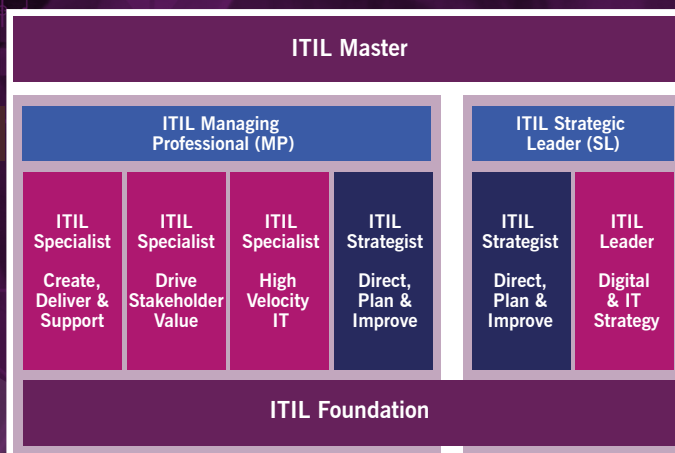
ITIL 4 has already helped many successful organizations to create valuable outcomes to meet increasing customer demands. Trailblazers and digital innovators such as Spotify and Vodafone are already seeing increased efficiency and customer satisfaction as a result of ITIL 4 methods.

ITIL 4: DEVELOP ESSENTIAL SKILLS FOR THE DIGITAL ERA

The ITIL 4 framework consists of seven core modules:

- ITIL 4 Foundation
- ITIL 4 Specialist: Create, Deliver and Support (CDS)
- ITIL 4 Specialist: Drive Stakeholder Value (DSV)
- ITIL 4 Specialist: High-velocity IT (HVIT)
- ITIL 4 Strategist: Direct, Plan and Improve (DPI)
- ITIL 4 Leader: Digital and IT Strategy
- ITIL 4 Master

- Managing Professional (MP) Transition
- Designation achieved once completed all relevant examinable modules in each stream
 - Examinable modules towards ITIL Managing Professional and ITIL Strategic Leader
 - Examinable module applicable to both ITIL Managing Professional and ITIL Strategic Leader
 - Transition module for v3 ITIL Experts or those with 17 credits or more to gain ITIL Managing Professional designation



ITIL 4 FOUNDATION

THE BUILDING BLOCKS OF ITIL 4

20 horas

13-16 de abril de 2021 - lunes a jueves 09:00 a 14:00

**BONIFICACIÓN
FUNDAE**

Introduction

ITIL 4 Foundation has been designed as an introduction to ITIL 4 and enables candidates to look at IT service management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

ITIL 4 Foundation is for anyone working within the IT function who needs to understand the key concepts of IT and digital service delivery and is interested in helping their organization address new service management challenges. It is for professionals at the start of their ITIL 4 journey or those looking to upgrade their existing ITIL knowledge.

ITIL 4 Foundation will help you to:

- Discover a new operating model to enable value co-creation with customers
- Deliver faster, valuable outputs that meet business outcomes and customer needs
- Increase speed and efficiency through value stream thinking
- Understand how IT impacts strategy and how professionals can utilize the four dimensions of service management in a wider business context
- Use the guiding principles to navigate change, streamline work and introduce flexible and collaborative working practices
- Integrate key concepts from Lean IT, Agile and DevOps and their importance in delivering business value
- Learn the common language of IT-enabled service delivery, accepted worldwide.

HOW DOES IT WORK?

Candidates must first take ITIL 4 Foundation before they can embark on their journey through the ITIL 4 Specialist, Strategist or Leader higher level modules – to achieve the ITIL 4 Managing Professional, ITIL 4 Strategic Leader or ITIL Master designations.



ITIL 4 MANAGING PROFESSIONAL (MP) STREAM

Introduction

The Managing Professional (MP) stream provides practical and technical knowledge about how to run successful IT and digitally-enabled services, teams and workflows.

In order to achieve the ITIL 4 MP designation, professionals must be certified in ITIL 4 Foundation and all of the following four modules:

- ITIL 4 Specialist: Create, Deliver and Support (CDS)
 - ITIL 4 Specialist: Drive Stakeholder Value (DSV)
 - ITIL 4 Specialist: High-velocity IT (HVIT)
 - ITIL 4 Strategist: Direct, Plan and Improve (DPI)
- UNIVERSAL MODULE



20 horas

01-04 de marzo de 2021 - lunes a jueves 09:00 a 14:00

08-11 de marzo de 2021 - lunes a jueves 15:00 a 20:00

ITIL 4 SPECIALIST: CREATE, DELIVER AND SUPPORT (CDS)

1200€
995€

**BONIFICACIÓN
FUNDAE**

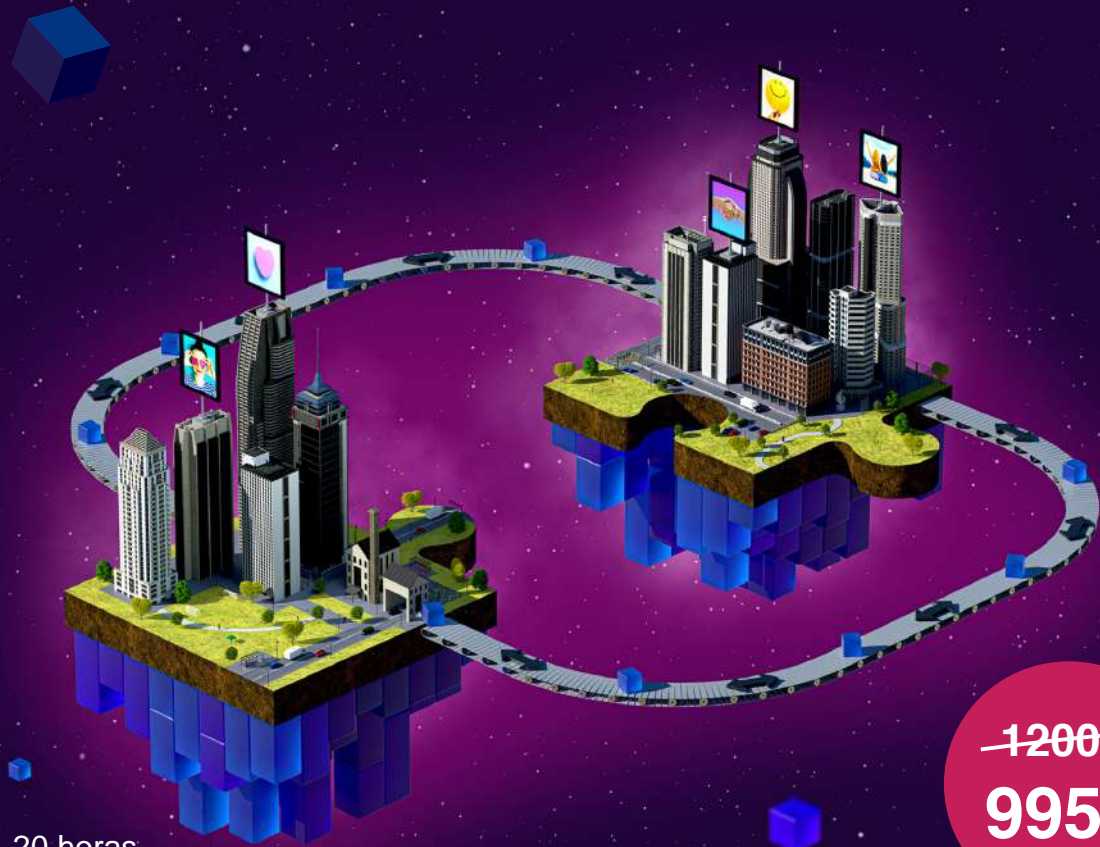
THE 'ENGINE ROOM' OF THE I.T. AND DIGITAL FUNCTION

Introduction

This specialist module is for IT practitioners and leaders who manage the operation of IT-enabled and digital products and services. CDS helps professionals who are responsible for service delivery, including development, deployment, and monitoring and support, and assuring that services are delivered and supported according to agreed levels.

ITIL 4 CDS will help you to:

- Improve existing processes
- Effectively manage IT teams
- Optimize value streams and workflows
- Align digital services with business strategy
- Develop services to meet demand
- Integrate new technologies
- Embed Lean, Agile, DevOps ways of working.



20 horas
29 marzo al 1 abril de 2021 - lunes a jueves 09:00 a 14:00
26-29 de abril de 2021 - lunes a jueves 15:00 a 20:00

~~1200€~~
995€

**BONIFICACIÓN
FUNDAE**

ITIL 4 SPECIALIST: DRIVE STAKEHOLDER VALUE (DSV)

ENSURING I.T. AND DIGITAL SERVICES DELIGHT

Introduction

This specialist module is for IT professionals who are responsible for managing and interfacing with stakeholders, and fostering relationships to gain value realization. DSV is beneficial to those who design or manage customer journeys and experiences, and manage customer demands and expectations.

ITIL 4 DSV will help you to:

- Effectively manage all stakeholders
- Build trusted relationships
- Shape customer demand
- Optimize user experience and customer experience
- Embed effective design thinking.

20 horas

03 al 06 de mayo de 2021 - lunes a jueves 09:00 a 14:00

17 al 20 de mayo de 2021 - lunes a jueves 15:00 a 20:00

ITIL 4 SPECIALIST: HIGH-VELOCITY IT (HVIT)

~~1200€~~
995€

**BONIFICACIÓN
FUNDAE**

THE FUTURE OF I.T. AND DIGITAL SERVICES

Introduction

This specialist module is for IT managers and practitioners working within or towards the delivery of digital products and services. HVIT will help anyone involved in digital services or working on digital transformation projects; and those working in or migrating to Lean, Agile or DevOps ways of working or highly automated environments.

ITIL 4 HVIT will help you to:

- Converge business goals with IT
- Embed complex and adaptive systems
- Bridge the development and operations gap
- Improve performance with Lean, Agile and DevOps methods
- Increase the speed and quality of services
- Make value-creating digital and IT investments.



20 horas
07 al 10 de junio de 2021 - Lunes a jueves 09:00 a 14:00
21 al 25 de mayo de 2021 - Lunes a jueves 15:00 a 20:00

~~1200€~~
995€

**BONIFICACIÓN
FUNDAE**

ITIL 4 STRATEGIST: DIRECT, PLAN AND IMPROVE (DPI)

BRINGING I.T. AND DIGITAL STRATEGIES TO LIFE

Introduction

This strategist module is for IT and digital managers of all levels involved in aligning work to organizational strategy or developing a continually improving team or service. DPI will help anyone involved in planning work, improving products and managing organizational change, and those responsible with interfacing with governance, risk and compliance.

ITIL 4 DPI will help you to:

- Drive organizational change
- Encourage a culture of continual improvement
- Ease decision making
- Support change management
- Minimize disruption
- Innovate while remaining compliant.

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Soluciones de formación en nuevas tecnologías

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