hkpc Academy 生產力學院

ITIL®4 Specialist: Create, Deliver and Support
The Accredited ITIL 4 Specialist Course | An Agile Way of Working Solutions

FUTURESKILLS CONNECTION TECHNOLOGY 裝備未來

Course Fee: HK$9,600   (May apply up to HK$6,400 subsidy)
*Maximum saving, with the final grant subjects to approval.

Applying RTTP · TechEd

ITIL®4 is a new version of ITIL®, has started to be released since February 2019. The updated version includes new techniques that can be used by IT professionals to further improve efficiency and agile ITIL® with other methods like agile, DevOps and Lean.

This course provides IT practitioners with an understanding of service quality and improvement methods, enabling them to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market.

Programme code	10013333
Duration and time	3 days 09:30-17:00
Venue	1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon Tong
Medium	Cantonese, supplement with English terminology
Course fee	HK$9,600 (May apply up to HK$6,400* subsidy)
Target Audience	ITIL 4 Foundation holder

Assessment Certification
All participants completing the course will receive an Exam Voucher to attempt the assessment. The industry-recognized certifications require a minimum passing score on the assessments.

Enrolment Methods
1. Scan the QR code to complete the enrolment and payment online OR
2. Mail the crossed cheque with payee name "Hong Kong Productivity Council" (in HK dollar) to HKPC Academy, Hong Kong Productivity Council, 3/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (attention to Mr Desmond CHAN). Please indicate the course name and course code on the envelope.

Enrolment Link

Supporting Organisations
(In arbitrary order)

PMIS CONSULTING · 50th Anniversary HONG KONG COMPUTER SOCIETY 香港電腦學會 · WTIA 香港無線科技商會 · Hong Kong Software Industry Association 香港軟件行業協會

This course is subject to approval under the Reindustrialisation and Technology Training Programme(RTTP) with up to 2/3 course fee reimbursement upon successful applications. For details: https://rttp.vtc.edu.hk.

Learning Take Away

Enables co-creation of innovative yet reliable tech enabled services to your customers in an increasingly changing and competitive market.

- Embed Lead, Agile, DevOps ways of working
- Increase the speed and quality of service delivery
- Create a culture for success
- Increase service efficiency

- Improve established processes
- Create an effective flow of work
- Align digital services with business strategy

Introduction
ITSM in the modern world; ITIL 4 framework, Structure, benefits

ITIL 4 Foundation Summary
Value & value co-creation; product & services; services relationship; Values: outcomes, costs, & risks; The four dimensions of service management; The ITIL system value system

Plan and Build a Service Value Stream
Concepts and challenges; use a 'shit left' approach; Plan and manage results

Know how to use ITIL practices contribute to CDS
Value stream to design, develop and transition new services; ITIL practices contribute to a value stream for a new service; Value stream to provide user support; ITIL practices contribute to a value stream for user support

Know how to CDS Services
Managing queues and backlogs; Prioritizing work; Buy vs build considerations; Sourcing options ; Service integration and management (SIAM)

Exam Session at the end of the class

Target Audience
- ✓ IT practitioners and leaders managing the operation of IT-enabled & digital products and services.
- ✓ Anyone responsible for delivery including development, deployment, and monitoring and support.
- ✓ Anyone responsible for assuring that services are delivered and supported according to agreed levels.

Special to HKCS members
- ❖ May enjoy up to HK$300 Bookstore Coupon. **Promo Code: CS11HK2020**
- ❖ Can apply for the **certification of CPD hours**, this course hours will be counted.
  Please visit: http://www.hkcs.org.hk/continuous-professional-development-cpd/ for your information about CPD Hours.

Trainer Information

Raymond NG has over 10 years of extensive experience as an Agile Consultant for delivering Agile Project and Service Management training and consultancy to individuals and organizations. Add as Project Manager to enable organizations to adopt and implement the agile service project management solutions into their digital contexts. Raymond is a Master of Business Administration (information system management), Bachelor of Science, Computer Science Major, and Bachelor of Science in Electrical Engineering. He is certified as ITIL ® 4 Managing Professional and Approved Trainer.