Course Title: ITIL® 4 Specialist: Create, Deliver & Support (CDS)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Specialist Create, Deliver & Support (CDS) Certification	

Course Syllabus

Our ITIL® 4 Specialist Create, Deliver & Support (CDS) training course will cover the following topics:

1. Understand how to plan and build a service value stream to create, deliver and support services

1.1 Understand the concepts and challenges relating to the following across the service value system:

- Organisational structure
- Integrated/collaborative teams
- Team capabilities, roles, competencies
- Team culture and differences
- Working to a customer-orientated mindset
- Employee satisfaction management

The value of positive communications

1.2 Understand how to use a ‘shift left’ approach

1.3 Know how to plan and manage resources in the service value system:

- Team collaboration and integration
- Workforce planning
- Results based measuring and reporting

The culture of continual improvement

1.4 Understand the use and value of information and technology across the service value system:

- Integrated service management toolsets
- Integration and data sharing
- Reporting and advanced analytics
- Collaboration and workflow
- Robotic process automation (RPA)
- Artificial intelligence and machine learning
- Continuous integration and delivery/deployment (CI/CD)

Information models

2. Know how relevant ITIL® practices contribute to creation, delivery and support across the SVS and value streams

2.1. Know how to use a value stream to design, develop and transition new services

2.2 Know how the following ITIL® practices contribute to a value stream for a new service

- Service design
- Software development and Management
- Deployment management
- Release management
- Service Validation and testing
- Change Enablement

2.3 Know how to use a value stream to provide user support

2.4 Know how the following ITIL® practices contribute to a value stream for user support

- Service desk
- Incident management
- Problem management
- Knowledge management
- Service level management

Monitoring and event management

3. Know how to create, deliver and support services

3.1 Know how to co-ordinate, prioritise and structure work and activities to create deliver and support services, including:

- Managing queues and backlogs
- Prioritising work

3.2 Understand the use and value of the following across the service value system:

- Buy vs build considerations
- Sourcing options
- Service integration and management (SIAM)

Course Overview

Our three-day ITIL® 4 Specialist Create, Deliver & Support (CDS) training course provides universal guidance that further explores the concepts introduced in ITIL® 4 Foundation while covering challenges modern enterprises face – from professionalism, team culture and collaboration, to outsourcing work and managing multiple suppliers.

Our ITIL® 4 Specialist Create, Deliver & Support (CDS) training course is the logical next step after ITIL® 4 Foundation for those wanting to make immediate tangible changes to their organisation's working methods in IT Service Management (ITSM).

Course Learning Outcomes

Our ITIL® 4 Specialist Create, Deliver & Support (CDS) training course will provide you with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools.

It will also provide you with with an understanding of service performance, service quality and improvement methods.

Audience

Our ITIL® 4 Specialist Create, Deliver & Support (CDS) training course is suitable for:

- IT Operations Managers
- Service Desk Managers
- Development Managers
- Developers
- Infrastructure Operations Engineers
- Change & Release Managers
- Incident Managers
- Problem Managers
- Service Transition Managers
- Application Operations Engineers
- Availability Managers
- IT Coordinators
- Network Systems Administrators
- IT Support Managers
- Technical Support Engineers
- Information Security
- Data Center Support Specialists

Entry-Level Requirements

The ITIL® 4 Foundation certificate is the prerequisite for our ITIL® 4 Specialist Create, Deliver & Support (CDS) training course.

Recommended Reading

It might be useful to revise your ITIL® 4 Foundation level materials again to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Our ITIL® 4 Specialist Create, Deliver & Support (CDS) training course includes the following materials:

- Pre-reading
- A Full Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- ITIL® 4 CDS Glossary
- Mock-Examination
- Exercises
- ITIL® 4 Specialist Create, Deliver & Support (CDS) Exam Voucher

Exam Information

ITIL® 4 Specialist Create, Deliver & Support (CDS) Examination:

The ITIL® 4 Specialist Create, Deliver & Support (CDS) examination will comprise of:

- Duration: 90 minutes, closed book
- Number Of Questions: 40
- Marks: Each question is worth 1 mark. There are 40 marks available. There is no negative marking.
- Pass Mark: is 70% or higher – 28/40 marks or above

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

After our ITIL® 4 Specialist Create, Deliver & Support (CDS) training course, you should consider taking the other ITIL® 4 modules:

- ITIL® 4 Specialist Drive Stakeholder Value (DSV)
- ITIL® 4 Specialist High Velocity IT (HVIT)
- ITIL® 4 Strategist Direct Plan & Improve (DPI)
- ITIL® 4 Leader Digital & IT Strategy (DITS)
- ITIL® 4 Managing Professional (MP)
- ITIL® 4 Strategic Leader (SL)
- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)
- ITIL® 4 Specialist Business Relationship Management (BRM)
- ITIL® 4 Specialist IT Asset Management (ITAM)

Additional Information

Our ITIL® 4 Specialist Create, Deliver & Support (CDS) online training course is less about technical aspects and more of a practical and holistic approach to the creation and management of effective and streamlined services.