PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Specialist: Create, Deliver & Support (CDS) Online	
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Specialist Create, Deliver & Support (CDS) Certificate	

Course Syllabus

Our ITIL® 4 Specialist: Create, Deliver & Support (CDS) online training package comes with 180 days access to the online training portal. It will take you around 18 hours of studying to complete the training content.

The ITIL® 4 Specialist: Create, Deliver & Support (CDS) module builds on the concepts introduced in ITIL® 4 Foundation and 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. The lessons will cover the following topics:

- Service Value Stream Key Concepts & Challenges
- Value Streams For New Services
- Value Streams For User Support
- Know How To Create, Deliver & Support Services
- ITIL® 4 Specialist: Create, Deliver & Support (CDS) Exam Preparation

Course Overview

Our ITIL® 4 Specialist: Create, Deliver & Support (CDS) online training package covers the ‘core’ service management activities and expands the current scope of ITIL® to include the ‘creation’ of services. It focuses on the integration of different value streams and activities to create, deliver, and support IT-enabled products and services whilst also covering supporting practices, methods, and tools.

Course Learning Outcomes

Our ITIL® 4 Specialist: Create, Deliver & Support (CDS) online training package is aimed at individuals who are continuing their journey in service management, ITSM managers and ITSM practitioners managing the operation of IT-enabled and digital products and services, and those responsible for their end-to-end delivery, as well as holders of existing ITIL® qualifications who wish to update and develop their knowledge further.

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

- Understand how to plan and build a service value stream to create, deliver and support services.
- Know how relevant ITIL® practices contribute to the creation, delivery, and support across the SVS and value streams.
- Know how to create, deliver, and support services.

Audience

Our ITIL® 4 Specialist: Create, Deliver & Support (CDS) online training package 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

You must hold the ITIL® 4 Foundation certificate as a prerequisite, so we advise that you purchase access to our ITIL® 4 Foundation online training package.

Recommended Reading

It is recommended that you revise your ITIL® 4 Foundation level materials as it will help to reinforce your existing level of knowledge of ITIL® 4.

What's Included

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

- Learning modules with interactive lessons.
- High quality videos for each lesson.
- Exam simulations with feedback.
- Exercises, tasks and games to consolidate your learning.
- 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

In order to reach ITIL® 4 Managing Professional (MP) status, you must complete the following modules:

- ITIL® 4 Specialist Create, Deliver & Support (CDS) Online
- ITIL® 4 Specialist Drive Stakeholder Value (DSV) Online
- ITIL® 4 Specialist High Velocity IT (HVIT) Online
- ITIL® 4 Strategist Direct, Plan & Improve (DPI) Online

Additional Information

Our ITIL® 4 Specialist: Create, Deliver & Support (CDS) online training package will help you to:

- Improve existing processes
- Effectively manage IT teams
- Optimise 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.