QUALITI7

IT Service Management
ITIL® 4 Specialist – Create, Deliver and Support (CDS)

IN 3 DAYS LEARN HOW TO DELIVER VALUE WITH ITIL® 4

The ITIL® 4 Create, Deliver and Support (CDS) qualification is intended to provide the candidate with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and services, and relevant practices, methods and tools.

The ITIL® 4 CDS course and examination will help candidates with the creation, delivery and support of services, as described in the latest version of ITIL®, the most broadly adopted IT Service Management good practice in the world.

The ITIL® 4 CDS qualification is one of the pre-requisites for the designation of ITIL® 4 Managing Professional.

ITIL® VERSION

This course introduces the ITIL® 4 version and is based on the 20200330EN_ITIL4_MP_CDS_2019_CandidateSyll_v1.1.pdf

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In three days, participants will acquire the knowledge and skills required to:

- Understand how to plan and build a service value stream to create, deliver and support services;
- Know how relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams
- Take the PeopleCert exam with confidence by applying their new-acquired knowledge;
- Put the ITIL® principles to practical use.

TARGET AUDIENCE

Personnel involved in delivering and managing IT services. Participants should have a year of prior IT experience.

Maximum group size is 15 students.

COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by breakout room exercises and practices with exam like questions.

COURSE CONTENT

The following elements are covered:

- concepts and challenges across the service value system;
- the 'shift-left' approach;
- plan and manage resources in the service value system;
- use and value of information and technology across the service value system;
- use a value stream to design, develop and transition new services;
- how the following ITIL practices contribute to a value stream for a new service
  - o Service design
  - o Software development and management
  - o Deployment management
  - o Release management
  - o Service validation and testing
  - o Change enablement.
- use a value stream to provide user support
- how the following ITIL practices contribute to a value stream for user support
  - o Service desk
  - o Incident management
  - o Problem management
  - o Knowledge management
  - o Service level management
  - o Monitoring and event management
- co-ordinate, prioritize and structure work to create, deliver and support services.

STUDY DAYS

3 days of learning, including the final exam.

COURSE PLAN

Day 1:

- Review of ITIL4 Foundation principles;
- How to plan and build a service value stream;

Day 2:

- ITIL practices contribute to creation, delivery and support;

Day 3:

- how to create, deliver and support services;
- Exam preparation;
- Exam (if applicable);
- Conclusion.

PREREQUISITE

ITIL®4 FOUNDATION CERTIFICATION

EXAM

The PeopleCert ITIL® 4 CDS exam is included.

The participant will **WRITE THE EXAM AT THE END OF THE COURSE OR** receive a voucher valid for 12 months to write their exam.

Format: 40 multiple- choice questions.

Duration: **9**0 minutes.

It is recommended to get the training from an accredited organization with an accredited training material.