

ITIL® 4 Specialist Create, Deliver & Support

Duration: 3 Days
Delivery Methods: Classroom & Onsite
Pre-requisites:

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course. To look at available dates for the ITIL 4 Foundation certification course

Course Overview:

The ITIL® Specialist – Create, Deliver & Support (CDS) is one of five courses needed to achieve ITIL 4's Managing Professional (MP) designation.

This 3-day course covers the core service management activities and expands beyond the current scope of ITIL v3 to cover the 'creation' of services.

The course agenda covers the following ITIL 4 practices to help you understand the major factors that contribute to the successful creation, delivery, and support across ITIL's new service value system (SVS) business model:

- Service design price and orchestration
- Software development and management
- Deployment management
- Release management
- Service validation and testing
- Change enablement
- Ensuring stakeholder satisfaction
- Service Desk
- Incident management – detection and resolution
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management

Knowledge Objective:

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- Understand how to plan and build a service value stream to create, deliver, and support services:
- Learn the concepts and challenges that relate to organisational structure, team capabilities, roles, and culture across the SVS
- Understand the value of positive communications
- Understand the planning and management of resources in the SVS
- Understand the value and use of IT across the SVS
- Discover how relevant ITIL practices contribute to creation, delivery, and support across the SVS and value streams:
- Learn how to design, develop, and transition a value stream using ITIL practices
- Learn how to better provide user support using ITIL practices
- Learn how to create, deliver, and support services:
- Discover how to prioritize, structure, and coordinate work and activities
- Understand buy versus build considerations, sourcing options, and service integration management (SIAM)

Exam & Certification

The exam is administered by PeopleCert.

The exam is a 90-minute, 40-question, multiple-choice exam scheduled on the last day of the course, and is administered by an independent examination body.

A passing mark of 70% is required to receive your certificate. An exam review is included in the course to help prepare attendees for the final exam.

You will attain 18 professional development units (PDUs) for Project Managers.

