ITIL 4 Specialist: Create Deliver and Support (CDS)

Overview

This course not only teaches you how value streams can be built and managed holistically, but also how continuous improvement iterations and feedback loops can be included in value streams. The course explores areas such as development, testing, knowledge, customer and employee feedback, new technologies, sourcing and ways of managing work.

What will you learn?

This course prepares candidates for the ITIL 4 Create, Deliver & Support exam. After completing this course, candidates can demonstrate sufficient understanding of ITIL 4 and apply it to the creation, delivery and support of services, as described in the syllabus.

The purpose of the ITIL 4 Create, Deliver & Support course is:

• to provide the candidate with an understanding of how to integrate different value streams and activities;
• to teach the candidate to create, deliver and support IT-enabled products and services, and to apply relevant practices, methods and tools;
• to provide the candidate with an understanding of service performance, service quality and improvement methods.

Duration

24 hours (3 days)

Who should attend this ITIL 4 Create, Deliver & Support training?

This course is aimed at individuals who are continuing their journey in service management, such as ITSM managers and aspiring ITSM managers, 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 develop their knowledge further.

Prerequisites

For this course, you are required to have obtained your ITIL 4 Foundation certificate. You will need to provide us with a copy of this certificate upon registration in order to take this course.

EXAM & CERTIFICATION

The exam is administered by PeopleCert.

The exam is 90 minutes in duration, includes 40 multiple-choice questions and is administered online by an independent examination body. Participants are provided with an exam voucher so they can schedule the exam at their convenience on any date after completion of the course.

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.