



REAL WORLD
TECHNOLOGY TRAINING & SOLUTIONS
"Training You Can Really Use"

ITIL® Specialist: Create, Deliver and Support (CDS)

Duration: 3 Days

Method: Instructor-Led Training (ILT) | Live Online Training

Certification: *ITIL 4 Specialist: CDS and/or ITIL 4 Managing Professional — Exam: Create, Deliver and Support (ITIL-CDS)*
NOTE: *To achieve the ITIL 4 Managing Professional certification, candidates must pass all of the 4 Specialist and Strategist exams.*

Course Description

This course covers the 'core' service management activities and expands the current scope of ITIL to cover 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. This course will also cover service performance and will give participants an understanding of service quality and improvement methods. The course is based on the ITIL v4 Service Value System (SVS) featured in the latest 2019 guidelines.

Target Audience

This course is intended for:

- The following roles:
 - IT Operations Managers
 - Service Desk Professionals
 - Service Managers
 - Development Managers
 - Developers
 - (Aspiring)ITSM Managers.
- Individuals who are:
 - Managing the operation of IT-enabled digital services.
 - Responsible for the end-to-end delivery of products and services, including development, deployment and monitoring and support.
 - Responsible for assuring that services are delivered and supported according to agreed levels.
 - Continuing their journey in service management.



Prerequisites

To attend this course, candidates must have:

- *ITIL 4 Foundation certificate.*

Exam Details

Exam Code:	• ITIL CDS
Length of Exam:	• 90 Minutes
Number of Questions:	• 40
Passing Score:	• 70%
Question Format:	• Multiple Choice

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Plan and build a service value stream to create, deliver and support services.
- Use the relevant ITIL 4 practices that contribute to creation, delivery and support across the SVS and value streams.
- Understand the role of governance, risk and compliance and how to integrate those principles and methods into the SVS.
- Create, deliver and support innovative yet reliable technology-enabled services in an increasingly competitive market.
- Prepare to sit the certification exam.

Course Topics

Module 1: Organization and Culture

- Organizational Structures
- Team Culture
- Continuous Improvement Culture
- Collaborative Culture
- Customer-Oriented Mindset
- Positive Communication



Course Topics *Continued*

Module 2: Effective Teams

- Capabilities, Roles and Competencies
- Workforce Planning
- Employee Satisfaction Management
- Results-Based Measuring and Reporting

Module 3: Information Technology to Create, Deliver and Support Service

- Integration and Data Sharing
- Reporting and Advanced Analytics
- Collaboration and Workflow
- Robotic Process Automation (RPA)
- Artificial Intelligence and Machine Learning
- Continuous Integration and Continuous Delivery/Deployment (CI/CD)
- Information Model

Module 4: Value Stream

- Anatomy of a Value Stream
- Designing a Value Stream
- Value Stream Mapping

Module 5: Value Stream to Create, Deliver and Support Services

- Value Stream for Creation of a New Service

Module 6: Value Stream for User Support

- Value Stream Model for Restoration of a Live Service

Module 7: Prioritize and Manage Work

- Managing Queues and Backlogs
- Prioritizing Work
- Shift-Left Approach

Module 8: Commercial and Sourcing Considerations

- Build or Buy
- Sourcing Models
- Service Integration and Management

ACTIVITIES INCLUDED