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

PeopleCert

TRAINING GOALS:

Advance your career in IT service management with the ITIL® Official course, crafted by the creators of ITIL®: **course and exam voucher, all in one bundle!**

Enhance your skills in designing, delivering, and supporting digital products and services. Upgrade your strategy, manage issues effectively, and foster a culture of continuous improvement.

The ITIL® 4 Specialist: 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 relevant practices, methods and tools.

The ITIL® 4 Specialist: Create, Deliver and Support (CDS) examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of ITIL 4 to the creation, delivery and support of services, to be awarded the ITIL® 4 Specialist: Create, Deliver and Support (CDS) qualification. The ITIL® 4 Specialist: Create, Deliver and Support (CDS) qualification is one of the pre-requisites for the designation of ITIL® 4 Managing Professional which assesses the candidate’s practical and technical knowledge about how to run successful, modern, IT-enabled services, teams and workflows.

The target audience for this qualification is:

- Individuals, who are continuing their journey in service management
- ITSM managers
- ITSM practitioners managing the operation of IT-enabled, digital products and services
- Holders of existing ITIL® qualifications who wish to update and develop their knowledge further

CONSPECT:

- Introduction
- The evolution of professionalism in IT and service management
  - Organizations, people, and culture
  - Building effective teams
  - Developing team culture
- Using information and technology to create, deliver, and support services
  - Integration and data sharing

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- Reporting and advanced analytics
- Collaboration and workflow
- Robotic process automation
- Artificial intelligence
- Machine learning
- Continuous integration, continuous delivery, and continuous deployment
- The value of an effective information model
- Automation of service management

- Value streams to create, deliver, and support services
  - ITIL service value streams
  - Model value streams for creation, delivery, and support
  - Using value streams to define a minimum viable practice
- Prioritizing work and managing suppliers
  - Why do we need to prioritize work?
  - Commercial and sourcing considerations
- Conclusion

REQUIREMENTS:

This course is a management level course intended only for individuals who have obtained their ITIL® 4 Foundation certificate.

Difficulty level



CERTIFICATE:

Each participant receives a confirmation of completion an accredited training.

Each participant of the ITIL® 4 Specialist: Create, Deliver and Support (CDS) training receives a voucher for an on-line exam. After passing the exam, the participant also receives the international ITIL® 4 Specialist: Create, Deliver and Support (CDS) certificate.

Exam information:

- Material allowed: None

This is a ‘closed book’ exam. The ITIL® 4: Create, Deliver and Support Official Book and the relevant ITIL® Practices Guides should be used for study but is NOT permitted to be used in the exam.

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- Exam duration: 90 minutes

Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.

- Number of marks: 40 marks

There are 40 questions, each worth 1 mark. There is no negative marking.

- Pass mark: 28 marks

You will need to get 28 questions correct to pass the exam.

- Level of thinking: Bloom's levels 2 & 3

"Bloom's level" describes the type of thinking needed to answer the question. For Bloom's 2 questions, you need to show understanding of the concepts, methods and principles of the ITIL 4 Collaborate, Assure and Improve Practices module. For Bloom's 3 questions, you need to demonstrate application of these concepts, methods and principles of the ITIL 4 Collaborate, Assure and Improve Practices module.

- Question types: Standard, Missing word, Negative, & List

The questions are all 'multiple choice'.

For the 'standard' questions, you have a question and four answer options.

'Negative' questions are 'standard' questions in which the stem is negatively worded.

For the 'missing word' questions, there is a sentence with a word missing and you have to select the missing word from four options.

For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list.

TRAINER:

Authorized PeopleCert Trainer

ADDITIONAL INFORMATION:

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