

ITIL® 4 Specialist: Create Deliver and Support (CDS) Certification Program

Course Summary

Description

The ITIL® best practice provides proven guidance to support organizations on their digital transformation journey. ITIL® 4 is the next iteration that incorporates all the best from previous versions and expands on this body of knowledge, by providing a practical and flexible approach to support organizations with a focus on delivering customer outcomes and value through IT-enabled services.

ITIL® 4 provides an end-to-end operating model for the delivery and operation of tech-enabled products and services. It enables IT teams to continue to play a crucial role in wider business strategy and also integrates concepts from other industry best practices such as Lean, Agile and DevOps.

The advanced-level ITIL® 4 Managing Professional courses been developed for IT practitioners working within technology and digital teams across organizations. To obtain the ITIL® 4 Managing Professional designation, the candidate needs to complete all courses in the ITIL® 4 Managing Professional stream:

- ITIL® 4 Specialist: Create, Deliver and Support
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Strategist: Direct Plan and Improve

The ITIL® 4 Specialist: Create, Deliver and Support course provides practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows. This course has a focus on the following aspects of the ITIL® 4 Service Value Chain:

- Design & Transition
- Obtain & Build
- Deliver & Support

Objective

The ITIL® 4 Specialist: Create Deliver and Support (CDS) course provides an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, along with relevant practices, methods and tools.

The course learning objectives include:

- Understanding how to plan and build a service value stream to create, deliver, and support services
- Knowing how the relevant ITIL® practices contribute to the creation, delivery and support across the Service Value System and value streams
- Knowing how to create, deliver and support services

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Course Summary (cont.)

Topics

- How to plan and build a service value stream to create, deliver and support services by:
- Knowing how to plan and manage resources in the service value system through the techniques
- Understanding how to use a 'shift left' approach
- Understanding the use and value of information and technology across the service value system,
- How ITIL® practices contribute to a value stream for a new service:
- How ITIL® practices contribute to a value stream for user support
- How to create, deliver and support services

Audience

- Individuals continuing their journey in service management
- ITSM managers, directors and process owners/managers
- ITSM practitioners managing the operation of IT-enabled & digital products and services
- Existing ITIL® qualification holders wishing to develop their knowledge
- Individuals managing the operation of IT-enabled services
- Individuals responsible for the delivery of products and services, including development, deployment and monitoring and support
- Individuals responsible to ensure that services are delivered and supported according to agreed service levels

Prerequisite

- The candidate must have passed the ITIL® 4 Foundation examination
- Attendance in an accredited training course for this module and successful completion of the certificate exam
- Exam details:
 - 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.
 - 'Closed book' examination, 40 multiple choice questions, 70% or higher pass mark (28 or above correct out of 40)

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Duration

Three Days

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Course Outline

- I. *How to plan and build a service value stream to create, deliver and support services by:*
 - A. Understanding the concepts and challenges across the service value system, including:
 1. Organizational structure
 2. Integrated/collaborative teams, team capabilities, roles, competencies, team culture and differences
 3. Working to a customer-orientated mindset
 4. Employee satisfaction management
 5. The value of positive communications

- II. *Understanding how to use a 'shift left' approach*

- III. *Knowing how to plan and manage resources in the service value system through the techniques of:*
 - A. Team collaboration and integration
 - B. Workforce planning
 - C. Results based measuring and reporting
 - D. The culture of continual improvement

- IV. *Understanding the use and value of information and technology across the service value system, including:*
 - A. Integrated service management toolsets
 - B. Integration and data sharing
 - C. Reporting and advanced analytics
 - D. Collaboration and workflow
 - E. Robotic process automation (RPA)
 - F. Artificial intelligence and machine learning
 - G. Continuous integration and delivery/deployment (CI/CD)
 - H. Information models

- V. *How ITIL® practices contribute to a value stream for a new service:*
 - A. Service design, Software development and Management, Deployment management, Release management, Service Validation and testing, Change Enablement

- VI. *How ITIL® practices contribute to a value stream for user support:*
 - A. Service desk, Incident management, Problem management, Knowledge management, Service level management, Monitoring and event management

- VII. *How to create, deliver and support services through:*
 - A. Coordinating, prioritizing and structuring work activities to create deliver and support services, including the management of queues and backlogs and prioritizing work
 - B. Understanding the use and value across the service value system of:
 1. Buy vs build considerations, sourcing options, service integration and management (SIAM)