

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

**Course Description:** The **ITIL 4 Specialist: Create, Deliver and Support** certification 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. This course also provides an understanding of service performance, service quality and improvement methods.

**Course Objectives:** The expected learning outcomes:

- ✓ Understand how to plan and build a service value stream to create, deliver and support services.
- ✓ Know how relevant ITIL practices contribute to creation, delivery and support across the Service Value System (SVS) and value streams.
- ✓ Know how to create, deliver, and support services.

**Enables you to:**

- *Improve Existing Processes*
- *Effectively Manage I.T. Teams*
- *Optimize Value Streams and Workflows*
- *Align Digital Services with Business Strategy*
- *Develop Services to Meet Demand*
- *Embed Lean, Agile, DevOps Ways of Working*
- *Create an Effective and Streamlined Service Management Function*

**Audience:** The primary audience includes Service Delivery Managers, IT Operations Managers, Service Desk Agents, Solution Architects, Developers and Testers, Infrastructure Engineers, ITSM Managers, and aspiring ITSM Managers. For the **IT Professional** who: Manage, Develop, Deploy, Monitor, Support and Assure Delivery of IT Enabled Digital Products and Services.

**Course Length:** 16-20 hours – online Canvas eLearning platform

**Prerequisites:** ITIL® 4 Foundation Certification is required

**Course Materials:**

- ✓ Online eLearning course for self-paced presentation, exercises, and case studies
- ✓ ITIL4 Create, Deliver, and Support Digital eBook (138-pg) from PeopleCert
- ✓ Learner Workbook (541-pg, 459 slides) with study aids, quizzes, and assignments
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Official course curriculum provided by PeopleCert (18 PDUs earned)
- ✓ PeopleCert Exam Voucher included (with Certificate and Digital Badge)

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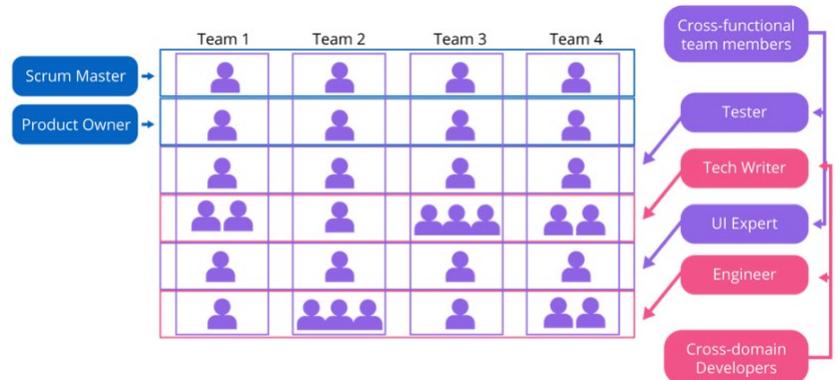


**Certification Exam:** The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

**Course Outline: Create, Deliver, and Support (CDS) v4.2**

**Module 1: Organizations and Culture**

- 1.1 Organizational Structures
- 1.2 Team Culture
- 1.3 Continual improvement culture
- 1.4 Collaborative culture
- 1.5 Customer-oriented mindset
- 1.6 Positive communication

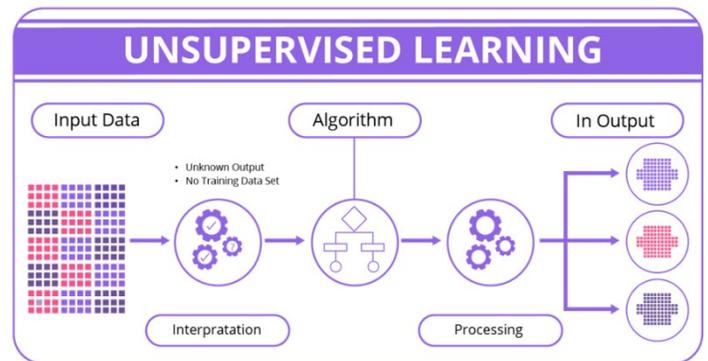


**Module 2: Effective Teams**

- 2.1 Capabilities, roles, and competencies
- 2.2 Workforce planning
- 2.3 Employee satisfaction management
- 2.4 Results-based measuring and reporting

**Module 3: Information Technology to Create, Deliver, and Support Services**

- 3.1 Integration and data sharing
- 3.2 Reporting and advanced analytics
- 3.3 Collaboration and workflow
- 3.4 Robotic process automation
- 3.5 Artificial intelligence and machine learning
- 3.6 CI/CD
- 3.7 Information model



**Module 4: Value Streams**

- 4.1 Anatomy of a value stream
- 4.2 Designing a value stream
- 4.3 Value stream mapping

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

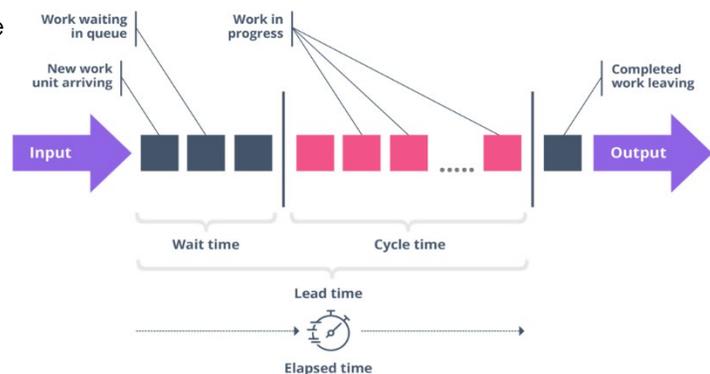
- 5.1 Value stream model for creation of a new service

**Module 6: Value Stream for User Support**

- 6.1 Value stream model for restoration of a live service

**Module 7: Prioritize and Manage Work**

- 7.1 Managing queues and backlogs
- 7.2 Prioritizing work
- 7.3 Swarming
- 7.4 Shift-left approach



**Module 8: Commercial and Sourcing Considerations**

- 8.1 Build or buy
- 8.2 Sourcing models
- 8.3 Service integration and management