



## ITIL 4 SPECIALIST: CREATE, DELIVER AND SUPPORT (CDS)

The ITIL 4 Specialist: Create, Deliver and Support (CDS) course 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 to provide the candidate with an understanding of service performance, service quality and improvement methods.

The ITIL Specialist: Create, Deliver and Support module is for IT practitioners and leaders who design digital products and services, and who deliver and support them to agreed levels. This includes development, deployment, and monitoring activities.

The ITIL 4 Create, Deliver and Support qualification is one of the prerequisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about enabled services, teams and workflows.



**ITL201**  
**COURSE CODE**



**3 Days**  
**COURSE DURATION**



**English | Arabic**  
**COURSE LANGUAGE**

### Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- Improve existing processes
- Effectively manage IT teams
- Optimize value streams and workflows
- Align digital services with business strategy
- Improve how services are developed
- Integrate new technologies embed Lean, Agile, and DevOps ways of working.

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## Qualification Overview

<b>Duration</b>	3 days	18 training hours	Timing Flexible
<b>Audience</b>	<ul style="list-style-type: none"> <li>• Individuals continuing their journey in service management</li> <li>• ITSM Managers and aspiring ITSM Managers</li> <li>• ITSM practitioners managing the operation of IT-enabled &amp; digital products and services, and those responsible for the end-to-end delivery</li> <li>• Existing ITIL qualification holders wishing to update their knowledge.</li> </ul>		
<b>Certification</b>	ITIL 4 Specialist: Create, Deliver and Support		
<b>Exam Structure</b>	40 Multiple Choice Questions	90 minutes	Pass Score 28/40 or 70%
<b>Pre-requisites</b>	<ul style="list-style-type: none"> <li>• ITIL® Foundation Certificate in IT Service Management OR ITIL® 4 Managing Professional Transition Certificate</li> <li>• Training through an Accredited Training Organisation</li> </ul>		

## Program Outline

ITILCDS00	Course Overview
ITILCDS01	Organization and Culture
ITILCDS02	Building and Managing Effective Teams
ITILCDS03	Information Technology across the Value Stream
ITILCDS04	Value Streams
ITILCDS05	Value Stream for a New Service
ITILCDS06	Value Stream for User Support
ITILCDS07	Prioritize and Structuring Work
ITILCDS08	Commercial and Sourcing Considerations

**Note: Exam vouchers and the ITIL 4 Core Book are included in the course fees.**

## Relevant Programs



## Contact Us

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