

ITIL® 4 Specialist: Create, Deliver and Support (CDS) - accredited training with exam

A 3 day ITIL® Specialist: Create, Deliver & Support (CDS) training is one of the 4 advanced trainings on the way to obtain the title ITIL®4 Managing Professional (MP).

ITIL®4 CDS training is something more than just the description of **practices** or **processes** – it's "a glue", which cements the whole **service life-cycle** in order to deliver a true and solid value through services. It is a rough guide for those who work with a vast range of IT-enabled. It consists of clear guidelines of how to cooperate and coordinate efforts for designing, **creating** and **supporting** integrated and successful **products and services**. The aim is to work with an **IT technology** changing demand into value, without using separate silos with technical functions, but with quality, synergy and integrity.



Purpose of the training

IT service management practitioners, who plan to obtain ITIL Managing Professional (MP) certificate. People responsible for handling **digital services** or **IT-enabled**, as well as complex support and delivery;

Typical roles in organization: Service Desk Manager and his employees; Head of IT Infrastructure/ IT Infrastructure and Technical Support Manager; Problem Manager; Change Manager; Release Manager; DevOps Specialist; Continuous Improvement Programme or Project Manager; Service and Support Analyst; Process Owner; Service Level Manager, Service Owner etc.



Benefits of completing the training

A vast understanding of how to create, deliver and support services pursuant to the latest and best market practices.

Understanding how to plan and build Service Value Stream in order to **create, deliver and support** services.

Understanding how appropriate **ITIL practices** contribute to creating, delivering and supporting services within Service Value System (SVS), as well as value streams.



Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.



Exam description

- Exam duration: 90 minutes.
- Multichoice questions.
- There are 40 questions, each worth 1 mark. There is no negative marking.
- Candidates need to get 28 questions correct (70%) to pass the exam.
- This is a 'closed book' exam.



Expected Listener Preparation

Required ITIL®4 Foundation certificate



Training Language

- **Training:** English
- **Materials:** English
- **Exam:** English

Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® 4 CDS online exam
- Authorized ITIL® 4 CDS manual in the online version (as required by the vendor)

Additional options:

- Take2 re-sit exam repetition: PLN 200

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Training agenda

1. **ITIL®4 CDS** training shows the most important activities related to Service Management and goes beyond the current scope of ITIL®v3 library in order to create services and value delivery. Training agenda includes **ITIL®4** practices which are necessary to create, deliver and support services in the whole business model defined in a new ITIL® Service Value System (**SVS**):
 - Service design price and orchestration
 - Software development and management
 - Deployment management
 - Release management
 - Service validation and testing
 - Change enablement
 - Ensuring stakeholder satisfaction

- Service Desk
- Incident management - detection and resolution
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management