

Course 696 – ITIL® 4 Specialist: Create, Deliver and Support

Duration: 2.5 days

Course Benefits

This ITIL® 4 Specialist: Create, Deliver and Support (CDS) certification training provides you with the 'core' service management activities and expands the current scope of ITIL to cover the 'creation' of services. The ITIL® 4 Specialist: Create, Deliver and Support (CDS) certification training focuses on the integration of different value streams and activities to create, deliver and support IT-enabled products and services whilst also covering supporting practices, methods and tools.

The ITIL® 4 Specialist: Create, Deliver and Support (CDS) certification training will cover service performance and will give you an understanding of service quality and improvement methods.

It will enable you to continue to deliver innovative yet reliable tech-enabled services to your customers in an increasingly competitive market.

You Will Learn

- How to plan and build a service value stream to create, deliver, and support services
- How relevant ITIL practices contribute to the creation, delivery and support across the SVS and Value streams
- How to create, deliver and support services

About the Exam

- Multiple choice
- 40 questions
- Passing Score of 70%

- 90 minutes
- Closed Book

Prerequisites

To attend ITIL Specialist: Create, Deliver and Support (CDS) certification training, you are required to have successfully attained your ITIL 4 Foundation certificate.

Who Should Attend

This ITIL Specialist: Create, Deliver and Support (CDS) certification training is aimed at:

- Service management practitioners involved at any stage of product and service lifecycles
- Team leads and middle management of service providers
- Service and product owners
- People currently known as process owners and managers

Examples of roles who would benefit mostly from this course include:

- IT Operations Manager
- Availability Manager
- Service Desk
- Service Managers
- Service Architects
- Security Manager
- Technology Support teams; UX/UI Designer
- Development Managers
- Developers
- Testers
- Infrastructure Operations Engineer



- Software Developer
- Product owners
- Project Managers
- Business Relationship Manager
- Customer Relationship Manager



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Course Content

Introduction and Review of ITIL® 4 Foundation

- CDS Introduction
- ITIL 4 Foundation Recap

The Evolution of Professionalism in IT and Service Management

- Organizations, people, and culture
- Building effective teams
- Developing Team Culture

Using Information Technology to Create, Deliver, and Support Services

- Integrated Service Management Toolsets
- Integration and data sharing
- Reporting and Advanced Analytics
- Collaboration and Workflow
- Robotic Process Automation (RPA)
- Artificial Intelligence and Machine Learning

- Continuous Integration and Continuous Delivery (CI/CD)
- Information Models

Value Streams

- ITIL Service Value Stream
- Model Value Streams for Creation, Delivery, Support

Prioritizing Work and Managing Suppliers

- Prioritizing Work and Managing Queues
- Commercial and Sourcing Considerations

About ActiveLearning, Inc.

ActiveLearning is a trusted provider of IT training and certifications. It has helped thousands of organizations by equipping their teams with the IT skills necessary to implement their digital transformation initiatives.

Founded in 2006, ActiveLearning now offers a comprehensive training portfolio, including ITIL, agile, cybersecurity, web development, UX, cloud computing, and more. ActiveLearning's courses are taught by expert instructors. Attendees enjoy learning through a combination of comprehensive instructor-led lectures and hands-on exercises. With ActiveLearning's Virtual Labs, attendees can remotely access a virtual machine that's already preconfigured with all the software tools that they will use throughout the course.