

# ITIL Specialist: Create, Deliver and Support



This 3-day course is aimed at IT Service Management (ITSM) practitioners managing the operation of IT-enabled and digital products and services, and those responsible for the end-to-end delivery.

Candidates acquire an understanding of how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and how to apply relevant practices, methods and tools. This course also provides an understanding of service performance, service quality and improvement methods.

## COURSE OBJECTIVES:

This course covers the core service management activities and expands the current scope of ITIL to cover the creation of services. Attendees acquire an understanding of:

- The integration of different value streams and activities to create, deliver and support IT-enabled products and services
- Supporting practices, methods and tools
- Service performance and service quality and improvement methods
- How to continue to deliver innovative yet reliable technology-enabled services in an increasingly competitive market

## COURSE / STUDENT MATERIALS:

- Instructor-led education and assignment facilitation
- Pre-class resources
- Learner Manual (excellent post-class reference)
- CDS Reference Card
- Participation in our in-class GAME ON! An Interactive Learning Experience
- Participation in unique in-class assignments
- Learner Personal Action Plan
- Reinforcing memory exercise and study aids
- Sample exams and exam preparation
- Create, Deliver and Support examination

## WHO SHOULD TAKE THIS CLASS?

The primary audience for this course includes IT Operations Managers, Service Desk professionals, Service Managers, Development Managers, Developers, ITSM managers and aspiring ITSM managers. It may also be of interest to:

- Individuals managing the operation of IT-enabled and digital services
- Individuals responsible for the end-to-end delivery of products and services, including development, deployment and monitoring and support
- Individuals responsible for assuring that services are delivered and supported according to agreed levels

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## PRE-REQUISITES:

- ITIL 4 Foundation
- Complete pre-class reading assignment
- Attend accredited training course (mandatory)

## CERTIFICATION:

Learners will be equipped to earn the Create, Deliver and Support (CDS) certification by achieving a passing score (70%) on the 90-minute exam, consisting of 40 multiple choice questions.