

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

### COURSE OVERVIEW

This course starts your path to the ITIL Managing Professional designation, helping you integrate value streams and activities to create, deliver, and support IT-enabled products and services. You'll gain the skills to manage IT services, teams, and workflows effectively. The course covers value streams, testing, knowledge, feedback, new technologies, and supplier sourcing, with continual iterations and feedback loops. The certification exam voucher is included.

### WHO SHOULD ATTEND?

The ITIL® 4 Specialist: Create, Deliver and Support (CDS) course is ideal for individuals continuing their service management journey, ITSM managers and aspiring ITSM managers, practitioners managing IT-enabled and digital products and services, and those responsible for end-to-end delivery. It is also suitable for existing ITIL qualification holders who wish to deepen their knowledge and enhance their skills in creating, delivering, and supporting IT services.

### COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- 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 SVS and value streams.
- Know how to create, deliver and support services.
- Understand how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools.
- Understand service performance, service quality and improvement methods.

### KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Value streams for creating and delivering IT services.
- Integrating activities to support IT-enabled products and services.
- Focusing on testing, knowledge management, and feedback.
- Managing workflows, new technologies, and supplier sourcing.
- Applying continual improvements and feedback loops.
- Preparing for the ITIL 4 Specialist CDS certification exam.
- Enhancing skills to manage IT services, teams, and operations.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded