ITIL 4 Specialist - Create, Deliver and Support (CDS) with Exam

Duration: *3 Day(s)*

Course Overview

ITSM Academy's **ITIL Create, Deliver and Support (CDS)** is part of the ITIL Managing Professional and the Practice Manager Streams.

ITIL Practice Manager (PM)

Monitor, Support & Fulfil

SD	IM	PM	SRM	MEM

Plan, Implement & Control

CE	RM	SCM	DM	ITAM

Collaborate, Assure & Improve

This 18-hour training course provides practical guidance on applying and integrating essential ITIL practices, including service design, transition, delivery, and support. Learners will gain the skills needed to create, deliver, and support high-quality IT services while ensuring alignment with business objectives. CDS prepares participants to manage and optimize end-to-end service management processes effectively.

Review this course online at https://www.alta3.com/courses/ITILCDS

Objectives

- Design integrated IT services to meet business objectives.
- Deliver and support high-quality IT services for operational efficiency.
- Enhance team collaboration using ITIL practices.
- Implement streamlined workflows for stable operations.

Who Should Attend

- Service Desk Managers
- IT Operations Leads
- Systems Administrators
- Technical Support Staff

Prerequisites

- Complete pre-class reading assignment
- ITIL Foundation Certificate Even if your ITIL 4 Foundation certificate is expired, you can still attend any higher level ITIL 4 course from ITSM Academy. Every successful pass of an ITIL Peoplecert exam, will extend the previous expired certificates to the renewal date of the most recent ITIL Peoplecert exam.
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- Attend accredited training course (mandatory)

Course Outline

Attendees acquire an understanding of:

1. How to effectively plan, build, test, deliver, and support IT-enabled services
2. Key ITIL practices for stable operations and high-quality user support
3. Techniques to improve team collaboration and service performance

Course Includes:

4. Access to ITSM Academy's Learner Portal with digital content
5. Digital learner manual and sample documents
6. Reference Cards and a Research Paper on ITIL 4 CDS
7. Learner Personal Action Plan and study aids
8. Instructor-led education and exercise facilitation
9. GAME ON! An Interactive Learning Experience
10. Participation in unique in-class assignments
11. In-class exam preparation and exam voucher

12. Optional PeopleCert Plus Annual Membership