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

Certificate: ITIL® 4 Specialist: CDS	**Delivery:** Classroom
Duration: 3 days	**Language:** English

Course Description:

The ITIL ® 4 Specialist: Create, Deliver and Support module is part of the Managing Professional stream for ITIL 4 and participants need to pass the related certification exam for working towards the Managing Professional (MP) designation. The ITIL® 4 Specialist: Create Deliver and Support module 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 course is a 3-days course based on the ITIL® 4 Specialist: Create, Deliver and Support exam specification from AXELOS. With the help of ITIL® 4 concepts and terminology, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® 4 Specialist: Create, Deliver, and Support certification exam.

Audience:

The ITIL ® 4 Specialist: Create Deliver and Support course is aimed at ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.

Professionals with the following job titles are expected to benefit from this module:

- 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

Learning Objectives:

The learning objectives of the course are based on the following learning outcomes of the ITIL® 4 Specialist: Create, Deliver and Support exam specification: Understand the key concepts of ITIL service management.

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

Prerequisites:

For taking the ITIL® 4 Specialist: Create, Deliver and Support course, a candidate must have passed the ITIL® 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

About the Examination:

Delivery	Online (Web based) and paper based
Format	Closed book
Proctoring	Live or Web-proctored
Duration	90 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
# of questions	40, simple multiple choice (1 mark per question) • Bloom's Level 2 and 3
Pass Grade	65%

Exam Prerequisites

- For taking the ITIL® 4 Specialist: Create, Deliver and Support exam, a candidate must have passed the ITIL® 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

Course Outline:

Module 1: Organization and Culture

- ITIL 4 Certification
- Publication, Practices and Syllabus
- Managing Professional Exam
- Exam
- What will be covered in this course?
- Key Concepts of Service Management
- Product Definition
- The ITIL Guiding Principles
- The Four Dimensions of Service Management
- The ITIL Service Value System
- The Service Value Chain
- Continual Improvement Model
- ITIL 4 Foundation- Summary
- ITIL 4 CDS and the Value Chain

Module 2: Organization and Culture
Part 01:

- Assessment Criteria
- Organization
- Organizational Structures
- Servant Leadership

- Servant Leadership
- Culture Differences
- Culture Fit
- Guidelines to develop good team culture
- Cultural of Continual Improvement
- Collaborative Culture
- Integrated/ Collaborative Teams
- Working to a Customer – Orientated Mindset
- Customer Orientation is based on Service mindset
- How to Create a Customer Oriented Strategy
- How to Create a Customer Oriented Strategy

Part 02:

- Purpose of the Module
- Assessment Criteria
- Building Effective Teams
- Team Capabilities, Roles, Competencies
- Competency Code and Competency Profile
- Understanding a Role's Competency Profile
- Professional ITSM Competencies
- Team Capabilities, Roles, Competencies
- Workforce Planning
- Workforce and Talent Management Practice
- Workforce and Talent Management Practice Service Value Chain Activities
- Workforce and Talent Management Practice 'Capacity Planning'
- Employee Satisfaction Management
- Gathering Employees Feedback
- Key Elements in Gathering the Employee Feedback
- Results Based Measuring and Reporting
- Setting and Measuring Performance Goals for Individuals

Module 3: Information Technology to Create, Deliver and Support Service

- Assessment Criteria
- Using Information and Technology to Create, Deliver and Support Services
- Integration Topologies
- Integration Approaches
- Reporting and Advanced Analytics
- Data Analytics
- Big Data
- Collaboration and Workflow

- Collaboration Tools
- Robotic Process Automation (RPA)
- RPA Technologies
- Artificial Intelligence
- Common Application of AI in Service Design and Delivery
- AIOps (Artificial Intelligence for IT Operations / Algorithmic IT Operations)
- Machine Learning
- Benefits and Limitations of Machine Learning
- CI / CD
- The CI / CD Pipeline
- Aligning CI / CD with ITIL
- Information Models
- Integrated Service Management Toolsets
- Benefits and Functionality

Module 4: Value Stream
Part 01:

- Assessment Criteria
- ITIL Service Value Streams
- Anatomy of Value Stream
- Value Streams - Inputs / Outputs
- Value Streams and Organizations
- Value Stream Considerations
- Combining and Decomposing Value Stream Steps
- Steps to Design/Document a Value Stream
- Describing a Step in a Value Stream
- Value Stream Mapping
- Key Metrics for Steps, Actions or Tasks
- Process Timing
- Considerations when Designing a Value Stream, Step, or Actions

Model Value Stream for Developing a New Service:

- Development of a New Service
- Considerations when Designing the Value Stream for New Service
- High Level Value Stream for a New Service
- Practices in the Value Stream

Part 02:

- Assessment Criteria
- Considerations when Designing the Value Stream
- The Value Stream for User Support
- Practices in the Value Stream

Module 5: Prioritizing Work and Managing Queues

- Assessment Criteria
- Prioritizing and Managing Work
- Managing Work as Tickets
- Reducing Variations in Demand
- Managing Queues and Backlogs
- Prioritizing Work
- Techniques for Prioritizing Work
- Dispatch Swarming
- Swarming

- Swarming Challenges
- Shift-Left Approach
- Benefits of Shift-Left Approach
- Building Shift-Left Approach

Module 6: Sourcing Options and Considerations

- Assessment Criteria
- Key Terms
- Commercial and Sourcing Considerations
- Build vs. Buy
- Commodification
- Defining Requirements for Service Components
- Vendor Selection Techniques
- Inviting Internal Provides to Vendor Selection
- Sourcing Models
- Common Sourcing Models
- Outsourcing Considerations
- Service Integration and Management
- Importance of Service Integration
- Service Integration and Management Considerations