



# ITIL<sup>®</sup> 4 Specialist CDS

## Training Course

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Exam is included within the course

Certification provided by



# Why Bakkah?

**Bakkah** is a leading company that owns two subsidiaries: **Consulting Company and Learning Company**. With a team of highly experienced and certified professionals, we will help you capitalize on opportunities driven by proven business practices.

We help you obtain professional certificates that will take your career to the next level. Our Learning products focus on building and boosting capabilities by offering the best and latest internationally accredited training courses in various fields, including: Project Management, Human Resource, Business Analysis, Information Technology, Quality Management, Supply Chain Management and Logistics.

We are keen to use and keep up with the latest global learning methods and processes. Since our training courses are flexible and aligned with the global changes, this will ensure an ongoing learning process and build high-quality capabilities.



## Bakkah in Numbers





## Course Objective

The ITIL 4 Create, Deliver, and Support (CDS) qualification is intended to provide the candidate with an understanding of how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods, and tools.







### ITIL4 CDS will help you to:

- Improve existing processes
- Effectively manage IT Teams
- Optimize value streams and workflows
- Align digital services with business strategy
- Improve how services are developed
- Integrate new technologies
- Embed, Lean, Agile, DevOps ways of working



## Course Methodology

### Online Training





-  5 Days – Online Training
-  Exam Simulation
-  Practice Test
-  Group Activity (Break-out Session) after each lesson
-  Access to additional References – Glossary/ Recommended Reading/ Syllabus
-  Material language will be in English





## Targeted Audience

### ITIL 4 Specialist Create, Deliver and Support is aimed at

-  ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.
-  IT/digital operational managers
-  Anyone responsible for IT / digital delivery, development, deployment, or monitoring and support
-  Anyone responsible for SLA delivery



## Course Outline



### ITIL 4 Foundation Recap

- Components of ITIL V4
- SVS - The Service Value Chain
- SVS - The ITIL Practices
- SVS - The ITIL Guiding Principles
- SVS - Governance
- SVS - Continual Improvement
- ITIL 4 Foundation Recap



### Prioritizing & Managing Work

- Prioritizing & Managing Work
- Shift-left Approach
- Commercial & Sourcing Considerations
- Defining Requirements for Service Components
- Sourcing Models & Options
- Service Integration & Management



### Using information And Technology To Create, Deliver & Support Services

- Integration & Data Sharing
- Reporting & Advance Analytics
- Collaboration & Workflow
- Robotic Process Automation
- Artificial Intelligence
- Machine Learning
- Contiguous Integration, Continuous Delivery & Continuous Deployment
- The Value of an Effective Information Model
- Anatomy of an Information Model
- Automation of Service Management



### Value Streams to Create, Deliver and Support Services

- ITIL Service Value Streams
- Development of a New Service
- Upgrade or Restoration of a Live Service
- Using Value Streams to Define Minimum Viable Practice



## Practices

- Service Design
- Software Development & Management
- Deployment Management
- Release Management
- Service Validation & Testing
- Change Enablement
- Service Desk
- Incident Management
- Problem Management
- Knowledge Management
- Service Level Management
- Monitoring & Event Management



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