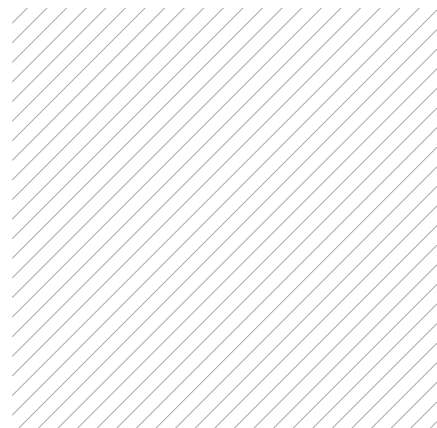




ITIL® 4 Specialist: Create, Deliver, and Support (CDS)

Training Course



› Why Bakkah?

Bakkah Learning is a leading company in the training field, with a team of carefully acquired experts in different spectrums of business to support learners in their journey to achieve professionalism and better opportunities in life.



CONTENT

- Designed by Experts
- Aligned with today's business world topics



PARTNERSHIPS

- Exclusive Partnerships with International Accreditation Bodies, like Axelos.



24/7 TECHNICAL SUPPORT

- Ready to answer your inquiries and handle your requests.



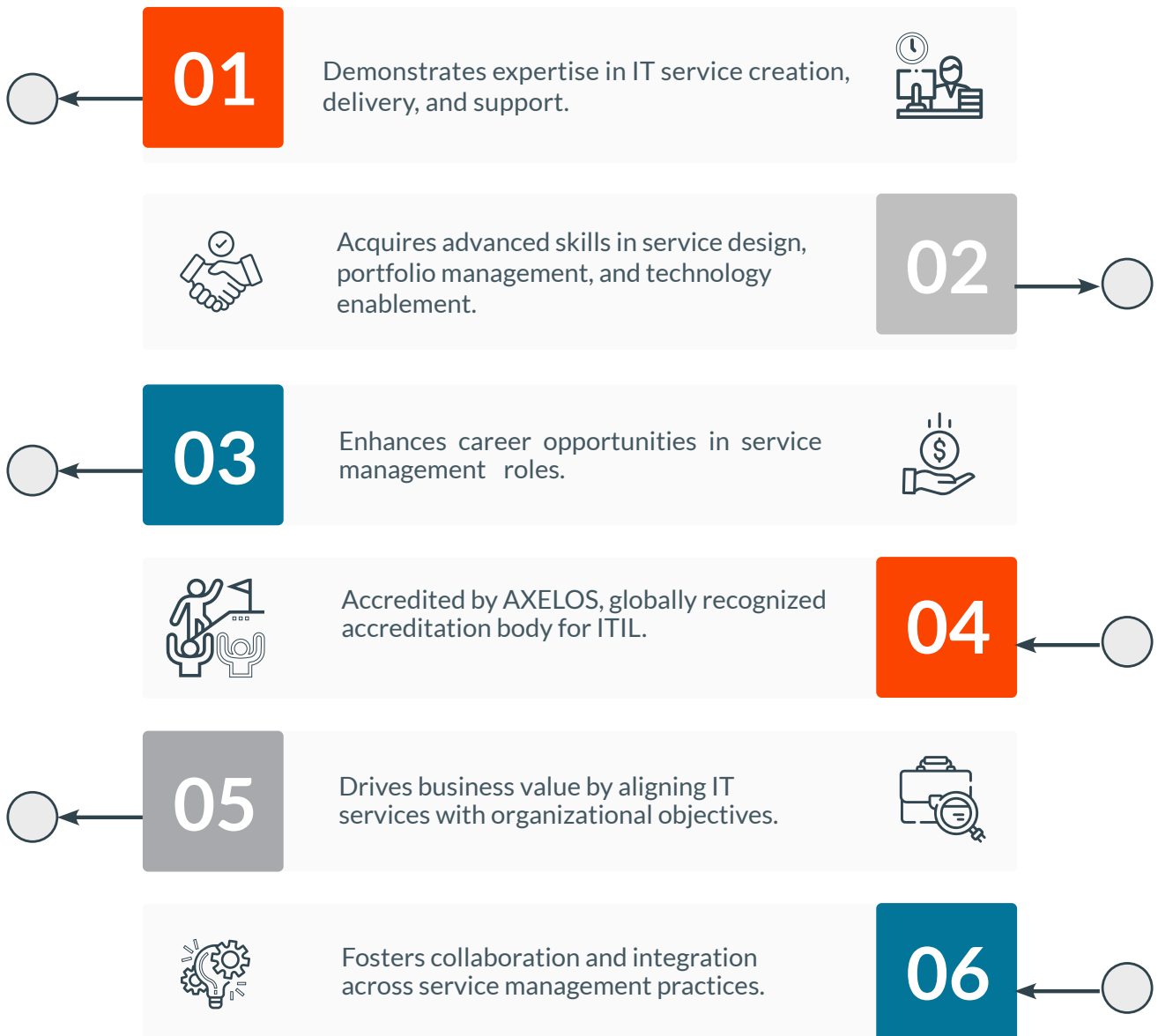
FLEXIBLE DELIVERY METHODS

- Live Online

About the Course

- The ITIL® 4 Specialist: Create, Deliver, and Support course, accredited by AXELOS, focuses on the practical aspects of creating, delivering, and supporting IT services within the ITIL framework. This comprehensive training equips participants with the knowledge and skills to design service value systems, manage service portfolios, and optimize service performance using technology. Completion of this course provides valuable internationally recognized credentials and ensures high-quality training aligned with industry standards.

› Why Earn this Badge?



Who Needs this Course?

01 IT service managers.

02 Service designers.

03 Service delivery managers.

04 IT operations teams.


05 IT project managers.

06 Service desk managers.



Course Objectives:

By the end of the ITIL4 Specialist: Create, Deliver, and Support course, you'll be able to:

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- 01 Design and create effective service value systems.
 - 02 Manage and optimize service portfolios.
 - 03 Ensure efficient service operations and support.
 - 04 Apply technology to enable and enhance service delivery.
 - 05 Monitor and improve service performance.
 - 06 Collaborate with stakeholders to deliver quality IT services.
 - 07 Drive continual service improvement initiatives.

Exam Details

ITIL 4 CDS Certification Exam Prerequisite

- ITIL® Foundation Certificate in IT Service Management **OR**
ITIL® 4 Managing Professional Transition Certificate
- Training through an Accredited Training Organisation

Exam Format of ITIL® 4 Specialist: Create, Deliver, and Support

ITIL 4 Create, Deliver, and Support (CDS)

- Objective testing
- 40 questions, each worth 1 mark
- 28 questions correct (70%) to pass the exam
- 90 minutes
- Closed Book

Course Outlines

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
- ✓ Shit-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

Course Outlines

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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