Good e-Learning

BUSINESS & IT PROFESSIONAL CERTIFICATION
VIRTUAL CLASSROOMS & E-LEARNING

ITIL® 4 SPECIALIST: CREATE, DELIVER & SUPPORT (CDS)

DELIVERY METHODS AVAILABLE:

· Self-Paced e-Learning
· Recorded Classroom
· Virtual Classroom
· Focussed Coaching

EXAM TYPE:

· Closed-book multiple choice exam
· **FREE** PeopleCert exam voucher included
· **FREE** course handbook
· Mock exams and quizzes

PREREQUISITES:

· ITIL® 4 Foundation
· ITIL® v3 Intermediate (+17 credits)

LANGUAGE:

English

ACCREDITED BY:

PeopleCert

All talents, certified.

This **ITIL 4** Specialist: Create, Deliver & Support module belongs to the 'ITIL Managing Professional (MP)' stream and demonstrates how to deliver real and sustainable value in the ITIL service lifecycle by seamlessly integrating various concurrent elements.

WHO IS THIS COURSE AIMED AT?

· Individuals continuing their journey in service management

· ITSM managers and aspiring ITSM managers

· ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery

· Existing ITIL qualification holders wishing to develop their knowledge

WHAT WILL YOU LEARN?

ITIL 4 Specialist: Create, Deliver & Support is one of the modules in the new ITIL Managing Professional (MP) stream.

It goes into detail on how ITIL practitioners can integrate the various elements of IT, including designing, building, testing, launching, running and supporting IT-enabled products and services, in order to deliver real and sustainable value.

This ongoing process is central to the development and operation of technology systems and services, all of which must be designed and built to be seamlessly integrated.

By the end of the course, students will be fully prepared to sit and pass the ITIL 4 CDS examination.

The course consists of 5 modules:

· Intro: An Introduction to ITIL Specialist: Create, Deliver & Support

· Module 1: Professionalism in IT Service Management

· Module 2: Using ITIL Practices and Value Streams to Effectively Create, Deliver and Support Services

· Module 3: Prioritization and Managing Work

· Module 4: Practice Exams

· Module 5: Course Wrap-Up

ACCREDITATION

This course has been accredited by **PeopleCert**, which is licensed by AXELOS as an Examination Institute for the ITIL 4 CDS Certificate in IT Service Management.

IS THERE AN EXAM?

There is a closed-book, multiple-choice exam with 40 questions and a duration of 90 minutes. The pass mark is 70% (28/40).

The test can be taken online at any time via PeopleCert. Candidates will require a webcam and microphone.