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

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

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

Course Overview

This course begins your journey toward the ITIL®Managing Professional designation. You will acquire insight that will allow you to integrate different value streams and activities to create, deliver and support IT-enabled products and services. Armed with this knowledge and skill set, you will be confident in running those IT-enabled services, teams and workflows successfully. This class includes an exam voucher.ITIL®, PRINCE2®, PRINCE2 Agile® and the Swirl logo are registered trademarks of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

About This Course

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Who Should Attend

Delegates attending this course must have successfully achieved the ITIL®4 Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Ideally, candidates should have at least two years of professional experience working in IT Service Management. The ITIL®4 CDS Qualification would most likely suit the following delegates: 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 The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Prerequisites & Entry Requirements

General Prerequisites:

Candidates must hold the ITIL®4 Foundation Certificate.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

The course includes core concepts describing how different types of work (value streams) are built, tested and delivered end-to-end from beginning to end and with continual iterations and feedback loops. There is also a focus on areas such as testing, knowledge, customer and employee feedback, new technologies, supplier sourcing, and ways of managing work. During this course, you will: Understand how to plan and build a service value stream to create, deliver and support services Know how relevant ITIL®practices contribute to creation, delivery, and support across the SVS and value streams Know how to create, deliver and support services Understand how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods, and tools Understand service performance, service quality, and improvement methods.

Detailed Course Outline

1 - PLANNING AND BUILDING A SERVICE VALUE STREAM

- Tackling the concepts and challenges related to SVS
- Using the shift left approach
- The true value of information and technology across the SVS

2 - CONTRIBUTING TO CREATION, DELIVERY AND SUPPORT

- Using the value stream to design, develop and transition new services
- Adding to a value stream by leveraging ITIL®practices
- Providing user support
- Furthering the value stream for support through ITIL®practices

3 - CREATING, DELIVERING AND SUPPORTING SERVICES

- Coordinate, prioritize and structure activities
- The value of buy vs. build, sourcing, and service integration and management

Additional Course Details

Nexus Humans ITIL® 4 Specialist - Create Deliver and Support (CDS) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Specialist - Create Deliver and Support (CDS) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL®4 Specialist Create, Deliver and Support (CDS) with Exam?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL®4 Specialist Create, Deliver and Support (CDS) with Exam course helps prepare you for the ITIL®4 Specialist Create, Deliver and Support (CDS) with Exam certification path.

Q: How many CPD hours does this course provide?

The 3-day ITIL®4 Specialist Create, Deliver and Support (CDS) with Exam course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL®4 Specialist Create, Deliver and Support (CDS) with Exam training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL®4 Specialist Create, Deliver and Support (CDS) with Exam?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL®4 Specialist Create, Deliver and Support (CDS) with Exam. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL®4 Specialist Create, Deliver and Support (CDS) with Exam?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL®4 Specialist Create, Deliver and Support (CDS) with Exam training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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