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

eLearning Course Overview

About The Course

The ITIL® Specialist – Create, Deliver & Support (CDS) is one of five courses needed to achieve ITIL 4's Managing Professional (MP) designation. When you purchase this product directly from the ACGC website you will receive the following:

– 12 months access to the ITIL®4 CDS course online
– 1 x Exam Voucher from PeopleCert

The ITIL 4 CDS course covers the integration of a number of "IT" areas of work: from design, to build and test, launch, run and support of products and services.

The course provides information and guidance across a number of areas that are required to build and maintain a broad "professional" portfolio: collaboration, strong and positive culture, integrated teams, and employee satisfaction.

The ITIL 4 CDS module is part of the ITIL 4 Managing Professional (MP) stream, which provides practical and technical knowledge about how to run successful IT-enabled services, teams and workflows.

The CDS course focuses on these key ITIL 4 practices:

- Deployment management
- Release management
- Change enablement
- Service Desk
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management
- Incident management
- Software development and management

Course Requirements

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

Target Audience

This course is aimed at IT service management practitioners who are seeking to obtain the ITIL Managing Professional (MP) designation, and/or responsible for the operation of IT-enabled and digital services and for end-to-end support and delivery.

- Service Desk Directors/Managers
- IT Infrastructure & Support Directors/Managers
- Problem, Change, and Release Managers
- DevOps Directors/Managers
- Continual Improvement Program/Project Directors Managers
- Senior Service & Support Analysts

Included Materials

- PDF Download
- Slides
- Videos
- Mock Exams

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

Learning Outcomes

- **Understand how to plan and build a service value stream to create, deliver, and support services:**
    - o Learn the concepts and challenges that relate to organizational structure, team capabilities, roles, and culture across the SVS
    - o Understand the value of positive communications
    - o Understand the planning and management of resources in the SVS
    - o Understand the value and use of IT across the SVS

- **Discover how relevant ITIL practices contribute to creation, delivery, and support across the SVS and value streams:**
    - o Learn how to design, develop, and transition a value stream using ITIL practices
    - o Learn how to better provide user support using ITIL practices

- **Learn how to create, deliver, and support services:**
    - o Discover how to prioritize, structure, and coordinate work and activities
    - o Understand buy versus build considerations, sourcing options, and
    - o service integration management (SIAM)

Exam & Certification

- The exam is administered by PeopleCert.
- The exam is 90 minutes in duration, includes 40 multiple-choice questions and is administered online by an independent examination body. Participants are provided with an exam voucher so they can schedule the exam at their convenience on any date after completion of the course.
- A passing mark of 70% is required to receive your certificate. An exam review is included in the course to help prepare attendees for the final exam.
- You will attain 18 professional development units (PDUs) for Project Managers.

Industry Association Recognition

Project Management Institute (PMI)®
- Contact Hours: 21 hours
- Professional Development Units (PDUs): 21 PDUs

Australian Institute of Project Management (AIPM)
- Continual Professional Development (CPD) points: 10 points

Adelaide
South Australia

support@acgc.com.au
www.acgc.com.au