training code: E-ITIL4-CDSen / e-learning / EN

ITIL® 4 Specialist: Create, Deliver and Support (CDS) - accredited eLearning with exam

eLearning ITIL® 4 Specialist: Create, Deliver and Support (CDS) is an online course developed by PeopleCert to prepare participants for the international ITIL® 4 Specialist: Create, Deliver and Support (CDS) certification exam. The Create, Deliver, and Support module teaches how to design, deliver, and support IT services in accordance with the ITIL® 4 approach. It is intended for IT specialists and those advancing in service management who want to streamline operational activities and improve the quality of the services they deliver. After completing the training, you will be able to apply ITIL practices in your daily work, manage workflows within IT teams, and measure service effectiveness.

The course consists of several modules featuring interactive content. It offers participants the opportunity to learn at any time and at their own pace over the course of 12 months.

OFFICIAL ITIL® 4 CERTIFICATION FRAMEWORK

ITIL® 4 Foundation is a prerequisite for obtaining any ITIL® 4 certification, with the exception of the ITIL® Acquiring and Managing Cloud Services and ITIL® Sustainability in Digital and IT extension modules, for which there are no prerequisites.

The ITIL® 4 Managing Professional designation can be obtained after earning certifications in ITIL® 4 Create, Deliver and Support, Drive Stakeholder Value, High-velocity IT, and Direct, Plan and Improve.

The ITIL® 4 Strategic Leader designation is awarded after earning certifications in Digital and IT Strategy and Direct, Plan and Improve.

The ITIL® 4 Practice Manager designation is awarded upon obtaining certification in Create, Deliver and Support and ONE certification from the following course packages: Monitor, Support and Fulfil; Plan, Implement and Control; or Collaborate, Assure and Improve.

ITIL® 4 Master is the highest designation, awarded upon obtaining the ITIL® Practice Manager, Managing Professional, and Strategic Leader designations.

Training recipients

- IT professionals responsible for delivering and maintaining services
- IT service managers and operational team leaders
- IT Service Management analysts and consultants
- Members of support, Service Desk, and DevOps teams
- Individuals developing their ITSM competencies
- Individuals seeking to earn the ITIL® 4 Managing Professional or ITIL® 4 Practice Manager certification

Benefits

- You will learn how to apply ITIL® 4 practices to design, deliver, and support IT services within your organisation
- You will understand how to manage the full service lifecycle in an operational environment
- You will learn how to measure service performance and define key performance indicators
- You will implement an approach to the continuous improvement of IT services and processes
- You will develop collaboration among IT teams in a service-oriented model
- You will prepare for the ITIL® 4 Specialist: Create, Deliver, and Support exam

Training program

1. Organizations and culture
2. Effective teams
3. Information technology to create, deliver, and support services

4. Value streams
5. Value stream to create, deliver, and support services
6. Value stream for user support
7. Prioritize and manage work
8. Commercial and sourcing considerations

Expected preparation of the participant

An ITIL® 4 Foundation certification is required.

Training Includes

The cost of the course package includes:

- 12 months of access to an accredited e-learning course on the PeopleCert platform containing 10 hours of content
- Official Training Materials
- An accredited textbook in eBook format
- A voucher for an online exam valid for 12 months

The regular course package can be upgraded to the e-Learning+ version, which additionally includes:

- take2 options (a second attempt at the exam)
- Official Mock Exam (practice exam)

Cost of the upgraded e-Learning+ package: 5,000 PLN net + VAT

For e-Learning+ inquiries and purchase, please contact: szkolenia@altkom.pl

Language

- **E-learning course:** English
- **Official Training Materials:** English
- **E-book:** Polish / English
- **Exam:** Polish / English

Examination method

In addition to course access, participants receive an online exam voucher valid for 12 months. The

voucher must be redeemed on the PeopleCert platform. The online exam is remotely proctored by a PeopleCert representative who connects to the candidate's desktop and monitors the examination using a camera. At the proctor's request, the candidate must use the camera to show the room in which the exam will take place. The proctor verifies that no third parties or unauthorized study aids are present in the room.

Duration

1 days / 8 hours

Examination description

- Exam duration: 90 minutes
- Single-choice test consisting of 40 questions
- The minimum passing score is 70% (28 out of 40 correct answers)
- Textbooks and training materials may not be used
- Prerequisite: ITIL® 4 Foundation certification