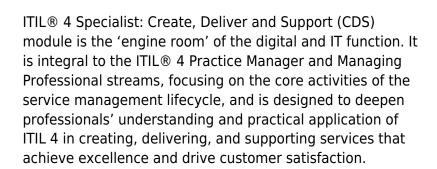


training code: ZP-ITIL4-CDSen / ENG DL 3d / EN

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



#### ITIL® 4 OFFICIAL CERTIFICATION SCHEME

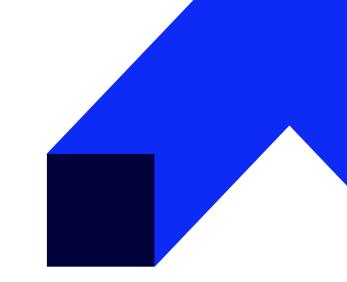
ITIL® 4 Foundation is a prerequisite for any ITIL® 4 certification, except for the extension modules ITIL® Acquiring and Managing Cloud Services, and ITIL® Sustainability in Digital and IT that do not have any prerequisite.

ITIL® 4 Managing Professional is awarded when the Create, Deliver and Support, the Driver Stakeholder Value, the High-velocity IT, and the Direct, Plan and Improve certifications are achieved.

ITIL® 4 Strategic Leader is awarded when the <u>Digital</u> and <u>IT Strategy</u>, and <u>Direct, Plan and Improve</u> certifications are achieved.

ITIL® 4 Practice Manager designation is awarded when the <u>Create</u>, <u>Deliver and Support</u> certification, and any ONE certification from the pre-bundled courses is achieved: <u>Monitor</u>, <u>Support and Fulfil</u>, <u>Plan</u>, <u>Implement and Control</u>, or <u>Collaborate</u>, <u>Assure and Improve</u>.

ITIL® 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and





Strategic Leader designations are all achieved.



## Training recipients

- IT service management practitioners who plan to become an ITIL® Managing Professional (MP) or ITIL® Master
- DevOps Engineer
- Enterprise Architect
- IT Service Manager
- IT Service Desk Analyst



### **Benefits**

- You will gain knowledge and skills in designing, developing, and managing the delivery and support of IT products and services.
- You will learn how to design and develop services that meet customer needs and achieve business objectives.
- You will acquire the skills needed to define requirements, design components, and ensure the quality of services.
- You will understand the processes and activities involved in delivering high-quality IT services.
- You will gain knowledge about support functions and practices required for the effective maintenance and management of IT services.
- You will learn how to identify and measure key performance indicators and other metrics to evaluate the performance and effectiveness of IT services.
- You will achieve a globally recognized certification ITIL® 4 Specialist: Create, Deliver and Support certification, that signals your expertise in service management. The certificate is valid for 3 years



### Training program

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



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



## Expected preparation of the participant

Required ITIL®4 Foundation certification



## Training Includes

The price of the training includes:

- · Accredited training materials
- Voucher for the ITIL® 4 Create, Deliver and Support online exam
- ITIL® 4 Create, Deliver and Support authorized Ebook

Additional options:

• Take2 re-sit exam: 200 zł

Attention: purchasing this option is only possible through Altkom Academy before the training.



### Language

Course: EnglishMaterials: EnglishExam: English

#### Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to



proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

## Duration

3 days / 21 hours

## Examination description

- Exam duration: 90 minutes
- 40 Multiple choice questions.
- The minimum pass mark is 70% (28 out of 40 correct answers)
- 'Closed book' exam No use of books and training materials