

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

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



ITIL® 4 Specialist: Create, Deliver and Support (CDS) module is the 'engine room' of the digital and IT function. It is integral to the ITIL® 4 Practice Manager and Managing Professional streams, focusing on the core activities of the service management lifecycle, and is designed to deepen professionals' understanding and practical application of ITIL 4 in creating, delivering, and supporting services that achieve excellence and drive customer satisfaction.

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 [Digital and IT Strategy](#), and [Direct, Plan and Improve](#) certifications are achieved.

ITIL® 4 Practice Manager designation is awarded when the [Create, Deliver and Support](#) certification, and any ONE certification from the pre-bundled courses is achieved: [Monitor, Support and Fulfil](#), [Plan, Implement and Control](#), or [Collaborate, Assure and Improve](#).

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.

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl



Language

- Course: English
- Materials: English
- Exam: 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