

ITIL4-CDS: ITIL 4 Specialist Create, Deliver and Support Certification

Overview

Many city landmarks offer panoramic views from their observation decks. From a high viewpoint, the distances between some buildings might be closer and others further apart, than at first glance. Perspective is key and necessary component for the successful delivery of mature technology-enabled services.

In service management, two vital elements for success are perspective and flexibility:

Perspective: understanding the overall picture of what a service does and how it is delivered. This involves a wide variety of skills, processes, knowledge, tools, and technologies to deliver business and customer value.

Flexibility: involves using the portfolio of tools and artefacts appropriately within complex environments. Service management is not a one-size-fits-all approach. The expectations around the customer experience and business value cannot be met with a single and isolated view.

Take what was established as THE best practice guidance of IT Service Management – then make it better. ITIL 4 will help businesses navigate the new technological era, commonly known as the Fourth Industrial Revolution.

The ITIL 4 Specialist: Create, Deliver and Support (CDS) course helps ITSM practitioners assimilate further into the emerging practices of ITIL4 – specifically in the areas of the Service Value Stream and the use of the Value Stream with a specific focus on the creation, delivery and support of new services, and the provisioning of user support.

Relevant supporting ITIL Practices to these value streams are examined. Team collaboration, integration and organizational cultural aspects critical to the success of the adoption of the value streams are discussed. The course also covers the management and prioritization of work through several techniques and scrutinizes the contribution of continual improvement.

This interactive course is essential to the development of the modern-day technologist and ITSM practitioner and leader in modern IT organizations seeking innovation and delivering full value to the business.

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Program Objectives

On completion of this course, the following learning outcomes will be achieved::

- Improve existing processes
- Effectively manage IT teams
- Optimize value streams and workflows
- Align digital services with business strategy
- Improve how services are developed
- Integrate new technologies embed Lean, Agile, and DevOps ways of working.

Duration

4 Days

Who Should Attend

The target audience for this course and qualification are:

- ITSM managers, aspiring managers and practitioners developing their ITSM knowledge based on ITIL4
- ITSM practitioners managing the operation of IT-enabled & digital product sand services, and those responsible for the end-to-end delivery
- Individuals who are pursuing the ITIL Managing Professional designation

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Learning outcomes:

By the end of the course, participants will be able to:

- Apply ITIL service value stream concepts to plan, design, deliver, and support services using integrated, collaborative, and customer-centric approaches.
- Utilize ITIL practices effectively—including incident, problem, change, release, deployment, service desk, and knowledge management—to enhance service quality and operational efficiency.
- Implement structured work management and sourcing strategies such as queue management, backlog prioritization, SIAM, and build-vs-buy considerations to support continual improvement and seamless service delivery.

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OUTLINE

Day 1

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Chapter 1: Plan and Build a Service Value Stream	• Organisational structures • Integrated/collaborative teams • Team roles and competencies • Team culture and differences
10:30AM – 10.45 AM	Tea Break	-
10:45AM – 12:30 PM	Continuation Chapter 1: Plan and Build a Service Value Stream	• Customer-oriented mindset • Employee satisfaction management • Value of positive communication • Understand and use the shift-left approach • Team collaboration and integrations
12.30PM – 1:30 PM	Lunch Break	-
1.30PM – 3:30PM	Continuation Chapter 1: Plan and Build a Service Value Stream	• Workforce planning • Results-based measuring and reporting • Culture of Continual Improvement • Integrated Service Management Tool sets • Integration and data sharing
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Continuation Chapter 1: Plan and Build a Service Value Stream	• Reporting and advanced analytics • Collaboration and workflow • Robotic process automation, AI and machine learning • CI/CD • Information Models

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Day 2

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Chapter 2: ITIL Practices and the Service Value Streams	Value Stream Model 1: Value stream to design, develop and transition new services and the contribution of specific practices to the value stream
10:30AM – 10.45 AM	Tea Break	-
10:45AM – 12:30 PM	Continuation Chapter 2: ITIL Practices and the Service Value Streams	- Service Design - Software development and management
12.30PM – 1:30 PM	Lunch Break	-
1.30PM – 3:30PM	Continuation Chapter 2: ITIL Practices and the Service Value Streams	- Deployment management 4. Release management
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Continuation Chapter 2: ITIL Practices and the Service Value Streams	- Service validation and testing - Change enablement

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Day 3

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Chapter 3: ITIL Practices and the Service Value Streams	Value Stream Model 2: Value stream to provide user support and the contribution of specific practices to the value stream
10:30AM – 10.45 AM	Tea Break	-
10:45AM – 12:30 PM	Continuation Chapter 3: ITIL Practices and the Service Value Streams	- Service Desk - Incident Management
12.30PM – 1:30 PM	Lunch Break	-
1.30PM – 3:30PM	Continuation Chapter 3: ITIL Practices and the Service Value Streams	- Problem Management - Knowledge Management
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Continuation Chapter 3: ITIL Practices and the Service Value Streams	- Service Level Management - Monitoring and Event Management

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Day 4

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Chapter 4: Create, Deliver and Support Services	Coordinate, prioritize and structure work and activities
10:30AM – 10.45 AM	Tea Break	-
10:45AM – 12:30 PM	Continuation Chapter 4: Create, Deliver and Support Services	Managing queues and backlog
12.30PM – 1:30 PM	Lunch Break	-
1.30PM – 3:30PM	Continuation Chapter 4: Create, Deliver and Support Services	- Buy vs Build Considerations - Sourcing Options
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Continuation Chapter 4: Create, Deliver and Support Services	Service Integration and Management (SIAM)