



Course 65022A: ITIL® 4 Create Deliver and Support (CDS)

About This Course

The accredited ITIL 4 Create, Deliver and Support course consists of 18 contact hours of material that can be self-studied, or delivered by a trainer in 3 course days as traditional classroom or virtual instructor-led training. The course prepares you for the ITIL 4 Create Deliver and Support examination.

The purpose of the ITIL 4 Create, Deliver and Support Qualification is:

- to provide the candidate with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools
- to provide the candidate with an understanding of service performance, service quality and improvement methods.

The purpose of the ITIL 4 Create, Deliver and Support Examination is:

- to assess whether the candidate can demonstrate sufficient understanding and application of ITIL 4 to the creation, delivery and support of services, as described in the syllabus below, to be awarded the ITIL 4 Create, Deliver and Support qualification. The ITIL 4 Create, Deliver and Support qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern IT-enabled services, teams and workflows.

Certification Examination Type and Duration

Upon completion of the course, candidates may sit the ITIL Create Deliver and Support examination leading to the ITIL Create Deliver and Support Certificate in IT Service Management. 90 minutes (or 113 minutes and use of a dictionary for those taking the examination in a language other than their native or working language) is allowed for the closed-book, supervised examination which may be taken online or in a paper-based format. The examination is multiple-choice, consisting of forty (40) questions. A score of 28 out of 40 (70%) or more is required to pass the examination.

Audience

The target audience for this qualification is:

- individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery, and
- existing ITIL qualification holders wishing to develop their knowledge.

Duration

The examination specification for this course specifies 30 contact hours of study, including the 90-minute exam, but exclusive of examination preparation (e.g., the review of the included sample exam(s)). The course is available as self-directed learning (including eLearning or Computer-Based-Training, with an optional online exam with remote proctor) or as a traditional classroom or virtual instructor-led training delivery, with optional in-person or online proctor. In a classroom setting, the typical expected time allocation will be 3 days, including time for summary, exam prep, mock exam, and the actual exam.

Prerequisites

ITIL 4 Foundation certification and completion of an accredited ITIL 4 Create Deliver and Support training course in any format, e.g., traditional classroom, virtual instructor-led, or self-directed learning, e.g., eLearning, CBT, or digital or hardcopy courseware.

Learning Objectives

At the end of this course, you should:

1. Understand how to plan and build a service value stream to create, deliver and support services
2. Know how relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams
3. Know how to create, deliver and support services

Course Outline

Module 1: Planning and Building Service Value Streams to Create Deliver and Support Services

Module 2: How ITIL Practices Contribute to Create Deliver and Support

Module 3: How to Create Deliver and Support Services

For more information or to place an order, visit pultorak.com or contact us at [\(206\) 729-1107](tel:2067291107) or info@pultorak.com.