



ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS

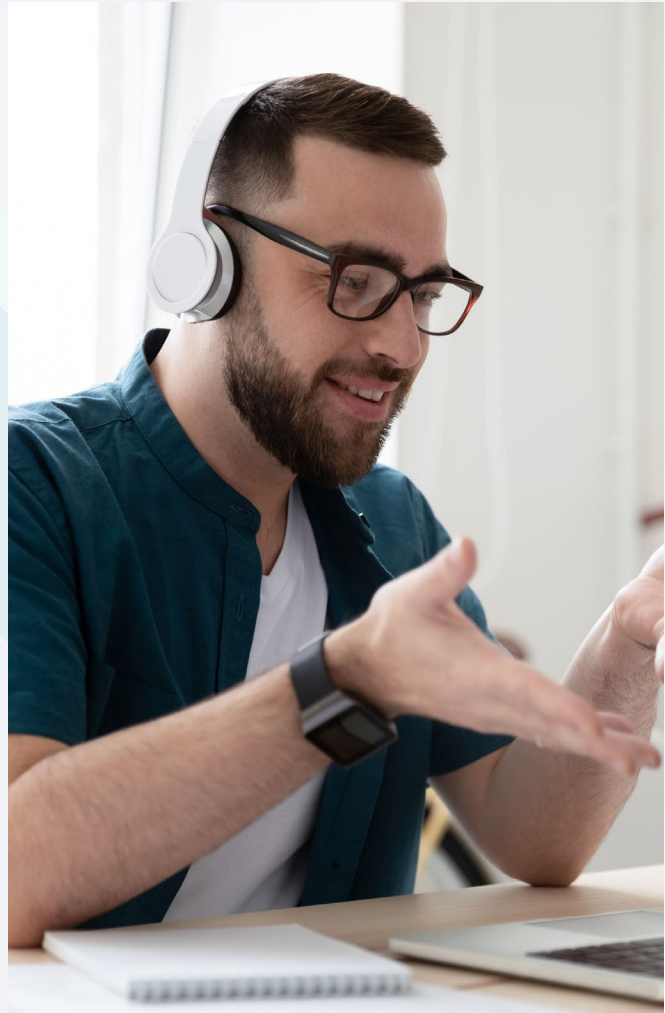
ITIL[®] 4 Specialist: Create, Deliver and Support



Overview

The ITIL 4 Specialist: Create, Deliver and Support (CDS) certification is a module that focuses on the core service management activities with a particular emphasis on the “creation” of services. It represents an expansion of the ITIL framework to encompass the entire lifecycle of services, including their design, development, delivery, and ongoing support.

This certification is designed for IT practitioners and leaders involved in the design, development, deployment, and monitoring of digital products and services. It equips professionals with the necessary knowledge and skills to effectively create, deliver, and support services to meet agreed-upon levels of quality and customer satisfaction.





Objectives

Duration

3 days

The objectives of this course are to:

- » Enhance current processes
- » Efficiently lead IT teams
- » Streamline value streams and workflows
- » Harmonise digital services with business strategy
- » Enhance the development of services
- » Incorporate novel technologies and embrace Lean, Agile, and DevOps methodologies.

Exam and certification

ITIL 4 Specialist: Create, Deliver and Support (CDS)

This course includes the CDS online exam which consists of:

- » 40 questions
- » Multiple choice
- » 28 out of 40 marks required to pass (70%)
- » 90 minutes
- » Closed book

This exam is a prerequisite for obtaining the ITIL 4 Managing Professional designation.

ITIL 4 Managing Professional (ITIL MP)

ITIL MP is an ITIL stream that provides practical and technical knowledge about how to run successful IT enabled services, teams and workflows. To obtain the ITIL PM designation, you must complete the following four modules:

- » ITIL 4 Specialist: Create, Deliver and Support
- » ITIL 4 Specialist: Drive Stakeholder Value
- » ITIL 4 Specialist: High-Velocity IT
- » ITIL 4 Strategist: Direct, Plan and Improve

On successful completion of all four modules, you will automatically receive the ITIL 4 Managing Professional designation.



Your certification will need to be renewed within three years of its original certification date. Please refer to [PeopleCert](#) for more information.



Key Topics

- » Understand how to plan and build a service value stream to create, deliver and support services
- » Know how relevant ITIL practices contribute to creation, delivery and support across the service value system (SVS) and value streams
- » Know how to create, deliver and support services



Course Delivery

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience. Whichever delivery mode learners choose, comprehension and recall techniques will be used to provide them with a solid understanding of ITIL 4.

For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

Virtual training: You can learn more about our virtual delivery [here](#).

Materials: A comprehensive participant workbook and a course eBook are provided. A course hard copy is available for purchase at an additional cost.

Sitting your exam

One day before the course starts you will receive an email directly from Peoplecert. This includes a voucher code which provides access to course materials and the PeopleCert exam scheduling platform. You have 6 months to schedule and sit your exam online. Please check the requirements [here](#) when making your booking.

Your certification will need to be renewed within three years of its original certification date. Please refer to [PeopleCert](#) for more information.

Take² Re-sit exam option

PeopleCert provide you with the opportunity to sit your exam knowing that if the outcome is not what you expected, you could have another attempt, at a fraction of the exam price.

[Learn more about Take² option.](#)



PeopleCert Membership is available to everyone!

All you need is a PeopleCert account to join as an Essential member and gain access to a variety of resources - for free.

Upgrade to the annual Plus plan to unlock a full suite of expert resources, showcase your skills with Digital Badges and keep your certifications up to date by collecting Continuous Professional Development points.



PeopleCert administers the ITIL 4 Specialist: Create, Deliver and Support (CDS) examination scheme. PM-Partners is an accredited partner of PeopleCert (Partner ID: 3800).



Who is this course for?

It is for those who design digital products and services and who deliver and support them to agreed levels. This includes development, deployment, and monitoring activities.

- » IT Service Management (ITSM) specialists
- » IT Managers
- » IT Consultants

Course prerequisites

Participants must hold a current ITIL 4 Foundation certification as a prerequisite for studying Create Deliver and Support module.

Why learn with PM-Partners?

Because we turn your career goals into reality.

Poor project skills are consistently quoted as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team. This means setting clear goals and making a commitment to continuous improvement.

Certification and training is a vital part of this journey. But you need to know which foot to put forward, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

Tell us where you want to go

At PM-Partners we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

Helping to develop professional capabilities for 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.



Mike Boutel
Head of Training



Nektia Vamvoukakis
Corporate Training
Consultant



Jourdan Clark
Professional Development
Manager

Each year, our expert facilitators train and certify more than 12,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All highly qualified practitioners in their field, they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications in multiple disciplines, including key products in AXELOS' best practice portfolio, such as ITIL®, PRINCE2®, PRINCE2 Agile®, MSP®, MoP®, P3O® and P3M3®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits, Facilitation and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To find out more about how we can help you or your organisation uplift their capability, contact the experts on 1300 70 13 14.

ITIL® / PRINCE2® / PRINCE2 Agile® / MSP® / MoP® / P3O® / P3M3® are registered trademarks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. AgilePM® / AgilePgM® / AgileBA® are registered trademarks of Agile Business Consortium Limited. All rights reserved. APMG International Change Management, APMG International Facilitation and APMG International Lean Six Sigma are trademarks of The APM Group Limited. All rights reserved. All rights reserved. Scaled Agile Framework® and SAFe® are registered trademarks of Scaled Agile, Inc. IIBA® is a registered trademark owned by International Institute of Business Analysis.

Leading the way in training delivery

Our training facilities are equipped with the latest and most innovative technology to bring you the best learning experience.



CLASSROOM



VIRTUAL



ONLINE

Shop online with confidence



SECURE CHECKOUT
SATISFACTION GUARANTEED



CREDIT CARD

Amex, Visa, Mastercard



INVOICE



PURCHASE ORDER



BANK TRANSFER

*Please note: payment is due 14 days before course start date.

Buy now, pay later with interest-free terms

Pay just 50% of your course fee now and pay the other 50% 14 days before your course starts. Select invoice on checkout and one of our consultants will call you to arrange your payment plan.



Customer story

Listen to Dominic Cain speak about how he went from being a young Chef to a Programme Director.



// PM-Partners have
been leaders in training and
professional certification for
over 20 years.

Our trainers are highly
qualified practitioners in their
chosen fields. **//**

SYDNEY OFFICE

Level 5
45 Clarence Street
Sydney NSW 2000
Phone: 1300 70 13 14

MELBOURNE TRAINING CENTRE

Karstens
Level 9, 123 Queens Street
Melbourne VIC 3000
Phone: 1300 70 13 14

MELBOURNE OFFICE

Level 21
459 Collins Street
Melbourne VIC 3000
Phone: 1300 70 13 14

CANBERRA OFFICE

Level 4 & 5
15 Moore Street
Canberra City ACT 2601
Phone: 1300 70 13 14

BRISBANE OFFICE

Level 24
215 Adelaide St
Brisbane QLD 4000
Phone: 1300 70 13 14

SINGAPORE OFFICE

20 Bendemeer Road #03-12
Singapore 339914
Phone: +65 6818 5771

info@pm-partners.com.au | www.pm-partners.com.au

Share this course:



FACEBOOK



LINKEDIN

pm-
partners