

ITIL 4 CDS: ITIL® 4 Specialist: Create, Deliver & Support

Design value streams and run service teams that deliver and support services well, aligned to ITIL 4 CDS.

DURATION

3 days · 24 hours

LEVEL

Intermediate

CURRICULUM

9 modules · 4 labs

DELIVERY

Live online, Onsite,
Corporate

Course overview

ITIL 4 Foundation explains what service management is. Create, Deliver and Support shows how to do it day to day: organising teams, building value streams from demand to value, managing work and queues, and using technology and automation sensibly. It is one of the modules towards the ITIL Managing Professional designation, and this three-day course is aligned to its exam.

Day one focuses on people: organisational structures, team competencies, collaboration, culture and continual improvement, and how integrated and Lean ways of working affect service teams. Day two turns to value streams: designing and mapping them, applying them to new services, user support and incident resolution, and integrating key ITIL practices into them. Day three covers prioritising and managing work, queues and swarming, sourcing and buy-versus-build decisions, the role of information and technology including automation and integration, and finishes with exam preparation.

Practical exercises include mapping a value stream for a new service, identifying waste and bottlenecks, designing a support value stream for incident resolution, and choosing between prioritisation approaches for a support team.

This course is aligned to the ITIL 4 Specialist: Create, Deliver and Support exam. ITIL 4 Foundation is a prerequisite for the exam. Ace Skills Consulting does not provide official PeopleCert courseware; confirm current exam arrangements and fees with PeopleCert before booking.

Highlights

- 24 hours of live, interactive sessions
- Value stream mapping for service creation and support
- Team culture, collaboration and workflow
- Information, technology and automation choices
- Mock exam with review

What's included

- Trainer with service delivery and support experience
- Plan aligned to the CDS syllabus
- Value stream mapping workshops
- Team and workflow design exercises
- Practice questions and mock exam
- Course completion certificate from Ace Skills Consulting

Who this course is for

Who should attend

- IT service managers and team leads
- Service desk and support managers
- Operations and DevOps practitioners
- ITSM process owners
- ITIL 4 Foundation holders progressing further

Prerequisites

- ITIL 4 Foundation certification (required for the exam)
- Experience working in IT service delivery is recommended

Detailed curriculum — 3 days, 24 hours, 9 modules, 4 hands-on labs

Day 1 Organisations, Teams and Culture

8 hours

1.1 Organisational structures

- Structures for service delivery
- Roles and competencies
- Integrated service teams

1.2 Culture and collaboration

- Team culture and differences
- Customer orientation
- Collaboration and communication
- Continual improvement culture

LAB Assess and improve a service team's ways of working · 40 min

1.3 Workforce planning

- Workforce and talent management
- Results-based measurement
- Employee satisfaction

Day 2 Value Streams

8 hours

2.1 Value stream design

- Value stream concepts
- Waste and bottlenecks
- Mapping value streams

LAB Map a value stream for a new service · 50 min

2.2 Value streams in practice

- Developing and deploying a new service
- Restoring a live service
- User support value stream

LAB Design a support value stream for incident resolution · 45 min

2.3 Practices in value streams

- Integrating ITIL practices
- Deployment and release considerations
- Service design and testing practices

Day 3 Work Management, Technology and Exam Readiness

8 hours

3.1 Managing work

- Prioritising work and queues
- Shift-left approaches
- Swarming

LAB Choose prioritisation and swarming approaches for a support team · 35 min

3.2 Sourcing and technology

- Buy vs build
- Information, integration and automation
- Sourcing options
- Knowledge management

3.3 Exam readiness

- Exam format and strategy
- Mock exam and review

Skills and tools

Skills you will build

ITIL 4

Value stream mapping

Service design

Team design

Service culture

Work prioritisation

Swarming

Shift-left

Automation

Knowledge management

Sourcing decisions

Tools used in class

Value stream mapping templates

ITSM tool demonstrations

Miro

Certification exam

This course is aligned to the exam below and prepares you for it. The exam itself is booked and taken with the vendor.

Exam	ITIL 4 Specialist: Create, Deliver and Support
Exam code	ITIL 4 CDS
Questions	40
Duration	90 minutes
Passing score	70% (28 of 40)
Format	Multiple choice
Delivery	Online proctored
Official page	https://www.peoplecert.org/

Exam skill areas covered
Service strategy, service design, service transition, service operations, continual improvement, service culture, information management and technology

Exam details are pending verification. Confirm the current exam code, format and fee on the official vendor page before booking.

Frequently asked questions

Do I need ITIL 4 Foundation first?

Yes. ITIL 4 Foundation is a prerequisite for the CDS exam.

Is the exam included?

Exam arrangements depend on the batch. Check the batch details or ask our team, and confirm current rules with PeopleCert.

Does CDS count towards ITIL Managing Professional?

Yes. CDS is one of the modules for the Managing Professional designation; confirm current pathway rules with PeopleCert.

Is this course practical?

Yes. Most sessions include workshops on value streams, teams and work management.

Book a batch or talk to an advisor

Course page: aceskillsconsulting.com/course/itil-4-cds-create-deliver-and-support · Email: info@aceskillsconsulting.com

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