



Information Technology

ITIL 4 Specialist: Create, Deliver, and Support

Course Introduction

This training course is designed to help participants understand the major factors that contribute to the successful creation, delivery, and support across ITIL's new service value system (SVS) business model. This course focuses on the integration of different value streams and activities to create, deliver and support IT-enabled products and services whilst also covering supporting practices, methods and tools. This will enable, participants to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market.

ITIL 4 Foundation certification is a pre-requisite for studying Create, Deliver and Support.

Target Audience

- Executive Secretaries
- Executive Personal Secretaries
- Personal Secretaries
- Executive Assistants
- Personal Assistants
- Office Managers
- Administration Managers
- Management Secretaries
- Senior Assistants

Learning Objectives

Identify ITIL 4 practices that contribute to creation, delivery and support across the SVS and value streams

- Create, deliver and support services
- Plan and build a service value stream to create, deliver and support services
- Recognize the role of governance, risk and compliance and how to integrate the principles and methods into the service value system
- Apply the key principles and methods of Organizational Change Management to direction, planning and improvement
- Gain the knowledge and skills needed to take the ITIL 4 Create, Deliver, Support examination

Course Outline

• 01 Day One

Module 1: The concepts and challenges relating to the following across the service value system:

- Organisational structure
- Integrated/collaborative teams
- Team capabilities, roles, competencies
- Team culture and differences
- Working to a customer-orientated mindset
- Employee satisfaction management
- The value of positive communications

Module 2: How to use a 'shift left' approach

• 02 Day Two

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• 03 Day Three

Module 5: How to use a value stream to design, develop and transition new services

Module 6: How the following ITIL practices contribute to a value stream for a new service

- Service design
- Software development and Management
- Deployment management
- Release management
- Service Validation and testing
- Change Enablement

• 04 Day Four

Module 7: How to use a value stream to provide user support

Module 8: How the following ITIL practices contribute to a value stream for user support

- Service desk
- Incident management
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management

Module 9: How to co-ordinate, prioritize and structure work and activities to create deliver and support services, including

- Managing queues and backlogs
- Prioritizing work

• 05 Day Five

Module 10: The use and value of the following across the service value system

- Buy vs build considerations
- Sourcing options
- Service integration and management (SIAM)

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

- Question Type: Multiple Choice
- Total Questions: 40
- Pass Mark: 28 out of 40 marks required to pass (70%)

- Duration: 90 minutes
- Open Book: No, this is a closed book exam

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 14, 2025	April 18, 2025	5 days	4250.00 \$	UAE - Dubai
July 14, 2025	July 18, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Oct. 19, 2025	Oct. 23, 2025	5 days	4250.00 \$	KSA - Riyadh