



Information Technology

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

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.

Target Audience

1. IT Service Manager
2. IT Operations Manager
3. Service Delivery Manager
4. IT Support Manager
5. DevOps Engineer
6. Site Reliability Engineer (SRE)
7. IT Process Consultant
8. Technical Support Lead
9. Change Manager
10. Service Desk Analyst
11. Release Manager

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

Training Methodology

The training course is designed to be interactive and participatory, and includes various learning tools to enable the participants to operate effectively and efficiently in a multifunctional environment. The course will use lectures and presentations, exercises, experiential and exposure to real world problems and policy choices confronting delegates.

Course Outline

- **Day 01**

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

Module 3: How to plan and manage resources in the service value system

- Team collaboration and integration
- Workforce planning
- Results based measuring and reporting
- The culture of continual improvement

• Day 02

Module 4: The use and value of information and technology across the service value system

- Integrated service management toolsets
- Integration and data sharing
- Reporting and advanced analytics
- Collaboration and workflow
- Robotic process automation (RPA)
- Artificial intelligence and machine learning
- Continuous integration and delivery/deployment (CI/CD)
- Information models

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

• **Day 03**

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

• **Day 04**

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

• **Day 05**

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)

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 18, 2025	May 22, 2025	5 days	4250.00 \$	KSA - Jeddah
Sept. 29, 2025	Oct. 3, 2025	5 days	4950.00 \$	Spain - Madrid
Nov. 24, 2025	Nov. 28, 2025	5 days	4250.00 \$	UAE - Dubai