ITIL® 4 SPECIALIST CREATE, DELIVER AND SUPPORT
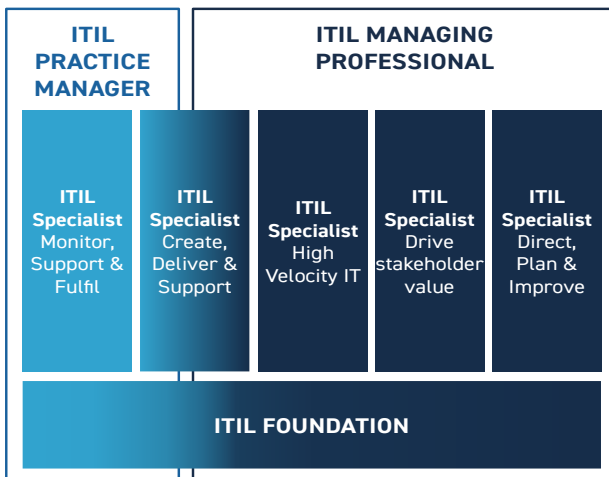
TRAINING TAILORED TO YOUR NEEDS

Kinetic IT can deliver training in-house, either at your premises; onsite using our training facilities; or virtually. We are confident in our trainers and training programs. Should you be offered a more competitive fee on a comparable course, we are happy to consider matching or improving our course fee. In the unlikely event a participant fails an examination, we will offer an opportunity to re-take the exam once, at no extra charge.

ITIL 4 SPECIALIST CERTIFICATION COURSE

Every service organisation needs to create, deliver and support the services they deliver, as well as understand the skills and competencies required to be effective. The ITIL 4 Specialist Create, Deliver and Support (CDS) course further explores the concepts introduced in ITIL 4 Foundation, while also considering challenges faced by today's enterprises – from professionalism, team culture and collaboration, to outsourcing work and managing multiple suppliers.

The ITIL 4 Create, Deliver and Support (CDS) course is a freestanding qualification, but is also a Specialist module of the ITIL 4 Managing Professional (ITIL MP) stream. The Managing Professional (MP) has been created for IT practitioners working within technology and digital teams across businesses. It provides practical and technical knowledge about how to run successful IT enabled services, teams and workflows.

ITIL PRACTICE MANAGER		ITIL MANAGING PROFESSIONAL		
ITIL Specialist Monitor, Support & Fulfil	ITIL Specialist Create, Deliver & Support	ITIL Specialist High Velocity IT	ITIL Specialist Drive stakeholder value	ITIL Specialist Direct, Plan & Improve
ITIL FOUNDATION				

FLIPPED, BLENDED, REMOTE FORMAT (ONLINE + CLASSROOM)

This course is delivered in a blended format whereby candidates will have to complete an online, self-study module first, which will deliver the theoretic concepts of the CDS syllabus. This is followed by a three-day remote classroom component which will summarise the theory, and provide further practical guidance (, discussions and exercises) and exam preparation. This way we're minimising the classroom hours, whilst maximising the impact and practicability.

This remote classroom course will be facilitated from our Education Centre, 'live' by a trainer, via Microsoft Teams, in front of a presentation (to provide as much as possible the experience, quality and interaction of classroom training). The use of video, audio and chat functionality ensures the engagement and involvement thus maximising education opportunities for all attendees. Theory is mixed with discussions and exercises to make sure that the concepts and terminology are not only understood but can be readily applied after the course. To accommodate training across the country the classroom days will run from 'early' in Western Australia to 'late' in the Eastern part of the country.

THE ITIL SERVICE MANAGEMENT FRAMEWORK

ITIL® is universally recognised as the most practical and widely applicable framework for Service Management. It underpins the international standard ISO/IEC 20000 and is employed by Australian and global service providers across government, private and public sectors. The latest version, ITIL 4, is designed to help organisations meet increasing demands from today's complex environment. Building on previous versions, ITIL 4 provides an end-to-end operating model for the delivery and operation of technology-enabled products and services and enables IT teams to play a crucial strategic role in enabling digital transformation.

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TARGET AUDIENCE

The ITIL 4 CDS course is a freestanding qualification but is also a Specialist module of the ITIL 4 Managing Professional (ITIL MP) stream. This course does not cover the technical aspects of service management. Instead, discusses the necessary activities across all four dimensions of service management to create and manage effective and streamlined services. Accordingly, the CDS module is suited to experienced ITIL practitioners responsible for the design, development, delivery and support of IT-enabled and digital products and services, for example:

- 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.

LEARNING OUTCOMES

The purpose of the ITIL 4 Create, Deliver and Support Qualification is to certify that the candidate can demonstrate sufficient understanding and application of ITIL 4 to the creation, delivery and support of services.

The purpose of the course is to provide the candidate with an understanding of the following:

- How to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools
- Service performance, service quality and improvement methods.
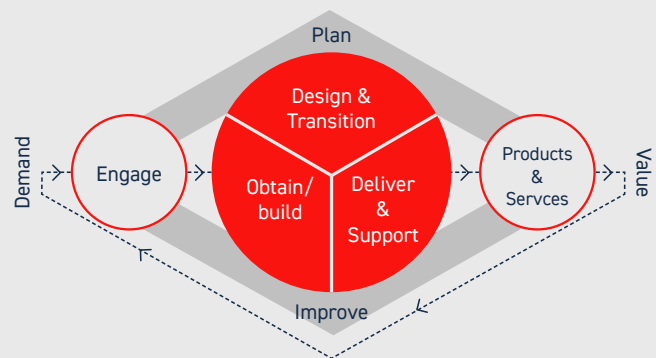
EXAMINATION

Our course-fee includes the ITIL 4 Create, Deliver and Support certificate examination. The exam consists of forty multiple-choice questions and is conducted shortly after the course to allow for study and preparation.

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.

ACCREDITATION

Kinetic IT is an Accredited Training Provider and Examination Centre for PeopleCert. All course material, trainers and procedures have been independently audited to comply with the international syllabus.

All Kinetic IT trainers have extensive experience with implementing and operating within the ITIL principles. This experience will benefit all participants in obtaining a practical insight in the use of ITIL.

PeopleCert
ACCREDITED
TRAINING
ORGANISATION
SILVER

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