




Leading Your Business Transformation



**ITIL® V4 Create, Deliver & Support (CDS)**  
Course syllabus V1.0

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## 1. Introduction to the course syllabus

This document provides the detailed outline of the ITIL 4 Create, Deliver & Support (CDS) 3-day course. You will be provided you with:

- Course syllabus
- Presentation material
- Two sample exams

The ITIL 4 Specialist: Create, Deliver and Support module is part of the Managing Professional stream for ITIL 4 and participants need to pass the related certification exam for working towards the Managing Professional (MP) designation. The ITIL 4 Specialist: Create, Deliver and Support module 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.

## 2. Course preparation

You are required to have successfully obtained your ITIL 4 Foundation certificate.

## 3. Administrative and logistical activities

If you are scheduled to take the certification exam, you should have received a confirmation e-mail asking you to confirm registration data. If you have any questions or problems regarding the exam registration, please talk to your trainer.

## 4. Target group

The target group of the ITIL 4 CDS certificate in IT Service Management is drawn from:

- Individuals who require an advanced and more specific understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals who are working within an organization that has adopted and adapted ITIL who need to be informed and also contribute to an ongoing service improvement program.

This may include but is not limited to, IT professionals, business managers and business process owners.

## 5. Course objectives

The ITIL 4 CDS course objectives are to guide candidates on:



- Planning and building a service value stream to create, deliver, and support services and more specifically:
  - Learn the concepts and challenges that relate to organizational structure, team capabilities, roles, and culture across the Service Value System (SVS)
  - Understand the value of positive communications
  - Understand the planning and management of resources in the SVS
  - Understand the value and use of IT across the SVS
- Discovering how relevant ITIL 4 practices contribute to creation, delivery, and support across the SVS and value streams by:
  - Learning how to design, develop, and transition a value stream using ITIL practices
  - Learning how to better provide user support using ITIL practices
- Creating, delivering, and supporting services and:
  - Discover how to prioritize, structure, and coordinate work and activities
  - Understand buy versus build considerations, sourcing options, and service integration management (SIAM)

## 6. Delivery method

### 6.1 Educational alternatives

This course was designed so that it makes use of the following educational alternatives:

- **Deduction:** Using anecdotes and examples, the training presents use cases before the concepts have even been covered. The students deduct the learning from their own analysis. The topic and its concepts are presented afterwards to demonstrate how theory applies to what was deducted.
- **Questioning:** Asking questions forces participants to stop and think about different variables. It also enables the participants to put the newly acquired knowledge to the test. Quizzes have been incorporated as part of the training to make sure that the concepts are well understood by the participants.
- **Demonstrating:** Some use cases have been incorporated to the training AFTER the concepts. These serve to explain a cause and effect relationship using the newly acquired knowledge.

## 7. Exam

The ITIL 4 CDS Certification Exam is offered online or if required paper-based on the final day of class. It is a 40-question multiple-choice exam and 28/40 is required at the minimum to succeed to the exam, or 70%. The duration of the exam is 90 minutes, 20 minutes can be added if your first language is not English.

## 8. Session plans

The following provides individual session objectives for the different modules covered in the training.

## Course Outline:

### **Course Introduction**

#### **Module 1: Organization and Culture**

- Organizational Structures
- Team Culture
- Continuous Improvement Culture
- Collaborative Culture
- Customer-Oriented Mindset
- Positive Communication

#### **Module 2: Effective Teams**

- Capabilities, Roles and Competencies
- Workforce Planning
- Employee Satisfaction Management
- Results Based Measuring and Reporting

#### **Module 3: Information Technology to Create, Deliver and Support Service**

- Integration and Data Sharing
- Reporting and Advanced Analytics
- Collaboration and Workflow
- Robotic Process Automation
- Artificial Intelligence and Machine Learning
- CI/CD
- Information Model

#### **Module 4: Value Stream**

- Anatomy of a Value Stream
- Designing a Value Stream
- Value Stream Mapping

#### **Module 5: Value Stream to Create, Deliver and Support Services**

- Value Stream for Creation of a New Service

#### **Module 6: Value Stream for User Support**

- Value Stream Model for Restoration of a Live Service

#### **Module 7: Prioritize and Manage Work**

- Managing Queues and Backlogs



- Prioritizing Work
- Shift-Left Approach

### **Module 8: Commercial and Sourcing Considerations**

- Build or Buy
- Sourcing Models
- Service Integration and Management

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Fifalde Consulting Inc. is a trusted independent advisor, helping organizations maximize efficiencies and increase value to their IT services. We specialize in the delivery of Information Technology Service Management (ITSM) and Information Security Management (ISM) consulting and training services, using best practices such as the Information Technology Infrastructure Library (ITIL®), TIPA®, TOGAF®, and standards such as ISO/IEC 20000, 27001, 38500 and others. Fifalde's team includes a network of the most accredited consultants and trainers in the IT industry.

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