



PEOPLECERT TRAINING

ITIL® 4 Specialist: Create, Deliver and Support

*Master integrating value streams for service creation, delivery, and support with ITIL® 4 Specialist.
Optimize IT services end-to-end.*

DURATION

24 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The ITIL® 4 Specialist: Create, Deliver and Support (CDS) course is an essential module for IT professionals aiming to master the end-to-end service lifecycle, from demand capture to value realization. This certification delves deep into the core activities of the ITIL Service Value Chain (SVC), focusing on how to effectively design, build, test, deliver, and support IT-enabled products and services. Participants will learn how to integrate various value streams and activities, applying principles of efficiency, quality, and continual improvement to enhance service performance and customer satisfaction.

This intermediate-level course goes beyond theoretical concepts, providing practical guidance on how to manage IT service operations in a modern, dynamic environment. It emphasizes the integration of Agile, DevOps, and Lean principles within the ITIL framework, enabling organizations to adapt quickly to changing demands while maintaining stability and control. By mastering the practices and techniques covered, you will be equipped to transform service delivery, streamline operational processes, and ensure that IT services consistently meet business needs and user expectations.

Professionally, achieving the ITIL® 4 Specialist: Create, Deliver and Support certification demonstrates a comprehensive understanding of how to drive service excellence. It empowers individuals to contribute significantly to their organization's strategic objectives by optimizing service performance, mitigating risks, and fostering a culture of continuous improvement. This certification is crucial for anyone involved in the operational aspects of IT services, looking to enhance their capability to create, deliver, and support high-quality, value-driven solutions.

Duration	24 hours
Level	Intermediate
Vendor	PeopleCert

PREREQUISITES

- None required

COURSE CURRICULUM

01 Module 1: Introduction to Create, Deliver and Support

- Purpose and objectives of the CDS module
- The Service Value System (SVS) and Service Value Chain (SVC) in context
- Key concepts of value, outcomes, costs, and risks in service delivery
- How CDS integrates with other ITIL 4 modules and practices
- Understanding demand and value streams

02 Module 2: Planning and Designing for Service Creation

- Planning and managing resources for CDS activities
- Key considerations for creating new services and improving existing ones
- Architectural considerations and design principles for effective services
- Service design for optimal user experience (UX) and value realization
- Workforce planning and skill development for service creation

03 Module 3: Building, Testing, and Deploying Services

- Managing product and service development (Build activities)
- Integrating and testing components for quality assurance

- Release management principles and practices for controlled rollouts
- Deployment management strategies for successful service implementation
- Verification and validation of service functionality and performance

04 Module 4: Supporting Live Services and Enhancing User Experience

- Providing a positive user experience and managing customer relationships
- Service desk operations and effective incident management
- Problem management principles and techniques for root cause analysis
- Service request management and fulfillment for efficient delivery
- Monitoring and event management for proactive issue identification

05 Module 5: Optimizing Service Performance and Improvement

- Continual improvement in the CDS context and methods
- Information security management within service delivery
- Supplier management and partnerships in the service value chain
- Service level management for defining and monitoring performance targets
- Capacity and performance management for scaling services

06 Module 6: Key ITIL Practices for CDS

- Incident Management
- Problem Management
- Service Request Management
- Monitoring and Event Management
- Deployment Management
- Release Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Asset Management

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > IT Service Delivery Manager
- > IT Operations Lead
- > Service Desk Manager / Head of Technical Support

FREQUENTLY ASKED QUESTIONS

Q: How does the ITIL® 4 Specialist: Create, Deliver and Support certification specifically address the challenges of integrating Agile, DevOps, and Lean principles into existing IT service operations?

This course provides a robust framework for integrating modern approaches like Agile and DevOps into the ITIL Service Value System. You'll learn how to apply Lean principles to streamline service creation and delivery, fostering collaboration across teams, accelerating time-to-market, and ensuring that operational processes are flexible and responsive to rapid change while maintaining control and quality. It focuses on optimizing value streams, enabling continuous integration, and continuous delivery within the practical ITIL context, making it highly relevant for evolving IT environments.

Q: What prior ITIL certifications or experience are highly recommended before undertaking the ITIL® 4 Specialist: Create, Deliver and Support module?

To maximize your learning from the ITIL® 4 Specialist: Create, Deliver and Support course, it is a mandatory prerequisite to hold the ITIL® 4 Foundation certification. This ensures you have a fundamental understanding of the ITIL 4 framework. While not strictly mandatory, having practical experience in IT service management roles, especially in areas of service operations, development, or support, will significantly enhance your understanding and ability to apply the advanced concepts taught in this intermediate-level module to real-world scenarios.

Q: Beyond theoretical knowledge, what practical skills will I acquire that are immediately applicable in my IT service management role after completing this certification?

Upon completing the ITIL® 4 Specialist: Create, Deliver and Support course, you will acquire practical skills in designing efficient service value streams, optimizing incident and problem management processes, and implementing effective release and deployment strategies. You'll learn to measure and improve service performance, enhance customer satisfaction through improved user experience, and manage service relationships in multi-vendor or cloud-based environments. These skills directly translate into an improved ability to deliver high-quality, reliable IT services and drive operational excellence within your organization.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

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READY TO ENROL?

Take the next step in your technology career.

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