

ITIL 4 SPECIALIST CDS (CREATE, DELIVER AND SUPPORT) CERTIFICATION

Course Agenda



Course Outline

ITIL 4 Specialist CDS Training - Program Overview:

This comprehensive program provides in-depth training on the ITIL 4 Specialist CDS module, focusing on service creation, delivery, and support within the ITIL framework. Participants will gain advanced insights into optimizing service processes and leveraging technology for effective service management.

Prerequisites:

Participants should have a foundational understanding of ITIL 4 principles and ideally possess the ITIL 4 Foundation certification. Familiarity with basic IT service management concepts is recommended.

Target Audience:

- IT Service Managers
- IT Managers and Practitioners
- Service Designers and Strategists
- Service Portfolio Managers
- Process Owners and Practitioners
- IT Architects
- Service Providers and Integrators
- Individuals preparing for the ITIL 4 Specialist CDS certification exam

Key Learning Outcomes:

- Advanced understanding of the ITIL 4 framework.
- Mastery in creating, delivering, and supporting IT services.
- Proficiency in service value system components.
- Ability to integrate and manage services effectively.
- Skill in optimizing service management tools.
- Expertise in service integration and deployment.
- Knowledge of governance and compliance within service management.
- Enhanced ability to drive continuous service improvement.

Skills You Will Acquire

- Service integration and management.
- Service portfolio optimization.
- Advanced use of service management tools.
- IT service design and strategy.
- Efficient service delivery planning.
- Governance and compliance management.
- Technology utilization for service improvement.
- Effective stakeholder communication.
- Change management within service delivery.
- Metrics and measurement for service performance.

ITIL 4 Specialist CDS Course Curriculum:

Module 01- Course Introduction

- Lesson 1.01 ITIL 4 Specialist

Module 02 - Service Value System to Create, Deliver and Support Services

- Lesson 2.01 Service Value System to Create Deliver and Support Services
- Lesson 2.02 Organizational Structure
- Lesson 2.03 Differences in Organizational Structure
- Lesson 2.04 Roles and Competencies
- Lesson 2.05 Professional IT and Service Management Skills and Competencies
- Lesson 2.06 Professional ITSM Skills and Competencies Examples
- Lesson 2.07 Generalist or T-Shaped Models
- Lesson 2.08 Developing a Broad Set of Competencies
- Lesson 2.09 Workforce Planning and Management
- Lesson 2.10 Employee Satisfaction Management
- Lesson 2.11 Results-Based Measuring and Reporting
- Lesson 3.01 Key Principles and Methods of Direction and Planning
- Lesson 2.12 Performance Measures
- Lesson 2.13 Team Culture and Differences
- Lesson 2.14 Importance of Cultural Fit
- Lesson 2.15 Team Collaboration and Integration
- Lesson 2.16 Guidelines for a Positive Team Culture
- Lesson 2.17 Continual Improvement Culture
- Lesson 2.18 Collaborative Culture
- Lesson 2.19 Algorithmic and Heuristic Tasks
- Lesson 2.20 Servant Leadership

Lesson 2.19	Algorithmic and Heuristic Tasks
Lesson 2.20	Servant Leadership
Lesson 2.21	Customer-Oriented Mindset
Lesson 2.22	Customer Orientation
Lesson 2.23	Customer-Oriented Strategy
Lesson 2.24	The Value of Positive Communication
Lesson 2.25	Principles of Communication
Lesson 2.26	Integration and Data Sharing
Lesson 2.27	Integration Approaches
Lesson 2.28	Reporting and Advanced Analytics
Lesson 2.29	Big Data
Lesson 2.30	Collaboration and Workflow
Lesson 2.31	Robotic Process Automation (RPA)
Lesson 2.32	RPA Technologies
Lesson 2.33	Artificial Intelligence AI
Lesson 2.34	Machine Learning
Lesson 2.35	CI/CD
Lesson 2.36	Goals and Value Measurement
Lesson 2.37	Aligning CI/CD with ITIL
Lesson 2.38	The Value of an Effective Information Model
Lesson 2.39	Automation of Service Management
Lesson 2.40	Key Takeaways

Module 06 - Communication and Organizational Change Management

- Lesson 3.01 Value Streams to Create, Deliver, and Support Services
- Lesson 3.02 ITIL Service Value Streams
- Lesson 3.03 Value Streams and Organizations
- Lesson 3.04 Value Stream Considerations - Part One
- Lesson 3.05 Value Stream Considerations - Part Two
- Lesson 3.06 Value Stream Considerations - Part Three
- Lesson 3.07 Designing a Service Value Stream
- Lesson 3.08 Describing a Step of the Value Stream
- Lesson 3.09 Value Stream Mapping
- Lesson 3.10 Key Metrics for Analyzing a Value Stream
- Lesson 3.11 Designing a Value Stream Using Little's Law
- Lesson 3.12 Value Stream Models
- Lesson 3.13 Development of a New Service
- Lesson 3.14 Six Key Steps of Journey from Demand
- Lesson 3.15 Acknowledge and Document the Service Requirements
- Lesson 3.16 Decide Whether to Invest in the New Service
- Lesson 3.17 Design and Architect the New Service to Meet Customer Requirements
- Lesson 3.18 Obtain or Build Within the Service Value Chain
- Lesson 3.19 Deploy Service Components in Preparation for Launch
- Lesson 3.20 Release New Service to Customers and Users
- Lesson 3.21 Upgrade and Restore a Live Service
- Lesson 3.22 Seven Key Steps of Journey from Demand to Value

Lesson 3.28	Request Feedback from the User
Lesson 3.29	Identify Opportunities to Improve the Overall System
Lesson 3.30	Using Value Streams to Define a Minimum Viable Practice
Lesson 3.31	Key Takeaways
Lesson 3.23	Acknowledge and Register the User Query
Lesson 3.24	Investigate the Query
Lesson 3.25	Obtain a Fix from the Specialist Team
Lesson 3.26	Deploy the Fix
Lesson 3.27	Verify That the Incident Has Been Resolved

Module 04 - Create, Deliver, and Support Services

Lesson 4.01	Create Deliver and Support Services
Lesson 4.02	Managing Queues
Lesson 4.03	Prioritization
Lesson 4.04	How to Prioritize Work
Lesson 4.05	Techniques to Prioritize Work - Part One
Lesson 4.06	Techniques to Prioritize Work - Part Two
Lesson 4.07	Swarming
Lesson 4.08	Challenges of Swarming
Lesson 4.09	Shift-Left Approach
Lesson 4.10	Build vs. Buy Considerations
Lesson 4.11	Defining Requirements for Service Components
Lesson 4.12	Selecting a Suitable Vendor
Lesson 4.13	Sourcing Models and Options
Lesson 4.14	Types of Sourcing Models
Lesson 4.15	Service Integration and Management
Lesson 4.16	Service Integration and Management Considerations
Lesson 4.17	Key Takeaways

Program About Sprintzeal's ITIL 4 Specialist

CDS Certification Training Program Overview

Sprintzeal's ITIL 4 Specialist CDS Certification Training Program is meticulously crafted to equip professionals with the skills and knowledge required for mastering service creation, delivery, and support in ITIL 4. Our expert trainers ensure a comprehensive learning experience, blending theoretical concepts with practical applications to prepare participants for the challenges of modern IT service management. Successful completion of this program positions individuals for success in the ITIL 4 Specialist CDS certification exam and empowers them to contribute effectively to organizational service excellence.