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

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2.5 Days Training, 0.5 Day Exam

[This Course is part of the ITILv4 MP Collection](#)

About this Course:

- This ITIL 4 Specialist course teaches candidates to integrate different value streams and activities

to create, deliver, and support IT-enabled services and products. By the end of this ITIL 4 certification, candidates will understand the main service management activities in the ITIL framework and get certified in ITIL 4 CDS.

Course Goals:

- Service design
- Software development
- Software management
- Deployment management
- Release management
- Service validation and testing
- Change enablement
- Ensuring stakeholder satisfaction
- Service desk
- Incident management
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management

Audience:

IT service managers pursuing the ITIL Managing Professional (MP) designation or who operate IT-enabled services would benefit from this course. The ITIL Specialist certification is best suited for professionals continuing their journey in IT service management, ITSM managers, ITSM practitioners managing IT-enabled products and services, those responsible for the end-to-end delivery of IT-enabled products and services, and existing ITIL qualification holders wishing to expand their knowledge.

Course Format:

[table id=1 /]

Course Language Option

[table id=2 /]

You can choose the language in which the training will be conducted – Bulgarian or English. All our instructors are fluent in English.

Student Guides:

The training materials are available in electronic format. They can be used online / offline on any device. Lifetime access.

Lab Environment:

Each student has their own lab environment where the exercises are conducted, part of the course. You do not need to install software on a computer or special hardware requirements.
Participants in a face-to-face format in our Training Center have an individual computer during the training.

At Course Completion:

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Официален международно признато писмо за участие в обучение.

Към Курса е включен един безплатен Ваучер за Изпит. Ваучер за Изпит/Изпит и Обучение не се предлагат отделно.

Course Duration:

- 3 working days (09:00 – 17:00)
  2 days training, 1 day exam or24 hours of training (theory and practice) in non-working hours lasting 2 weeks

Saturday and Sunday 10:00 – 14:00, 14:00 – 18:00, 18:00
        – 22:00
        Monday and Wednesday 19:00 – 23:00
        Tuesday and Thursday 19:00 – 23:00

Payments:

An application for an invoice is accepted at the time of enrollment in the respective course.

An invoice is issued within 7 days of confirming the payment.

Next Class:

[tribe_events_list category="itil-cds"]

Other ITIL v4 Classes:

[tribe_events_list category="itil"]

Additional Dates can be provided via Chat, Phone or Email. Please contact us.

We will contact you after Enrolment to confirm and discuss the details of the Booking.

Prerequisites:

- Basic IT Knowledge

The course prepares for the following certification levels

- ITIL® 4 Specialist: Create, Deliver and Support (Free Exam Included with the Course)