

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

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

2.5 Days Training, 0.5 Day  
Exam



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

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### 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
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## **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.

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## Course Format:

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## Course Language Option

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

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## Student Guides:



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

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## 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.

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## 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.

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### Course Duration:



- 3 working days (09:00 – 17:00)  
2 days training, 1 day exam or 24 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

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## 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.

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## Next Class:



There are no upcoming events.

## Other ITIL v4 Classes:



There are no upcoming events.

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.

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## **Prerequisites:**

- Basic IT Knowledge
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## **The course prepares for the following certification levels**

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