

# ITIL 4 Specialist: Create Deliver and support

ITIL 4 Create, Deliver and Support (CDS) qualification and the assessment criteria that a candidate is expected to meet for each learning outcome (with reference to the ITIL 4 Create, Deliver and Support publication and the ITIL Practice Guide library)

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## Who should attend?

ITIL 4 Specialist Create, Deliver and Support is aimed at ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery. It will enable IT practitioners to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market

# Benefits

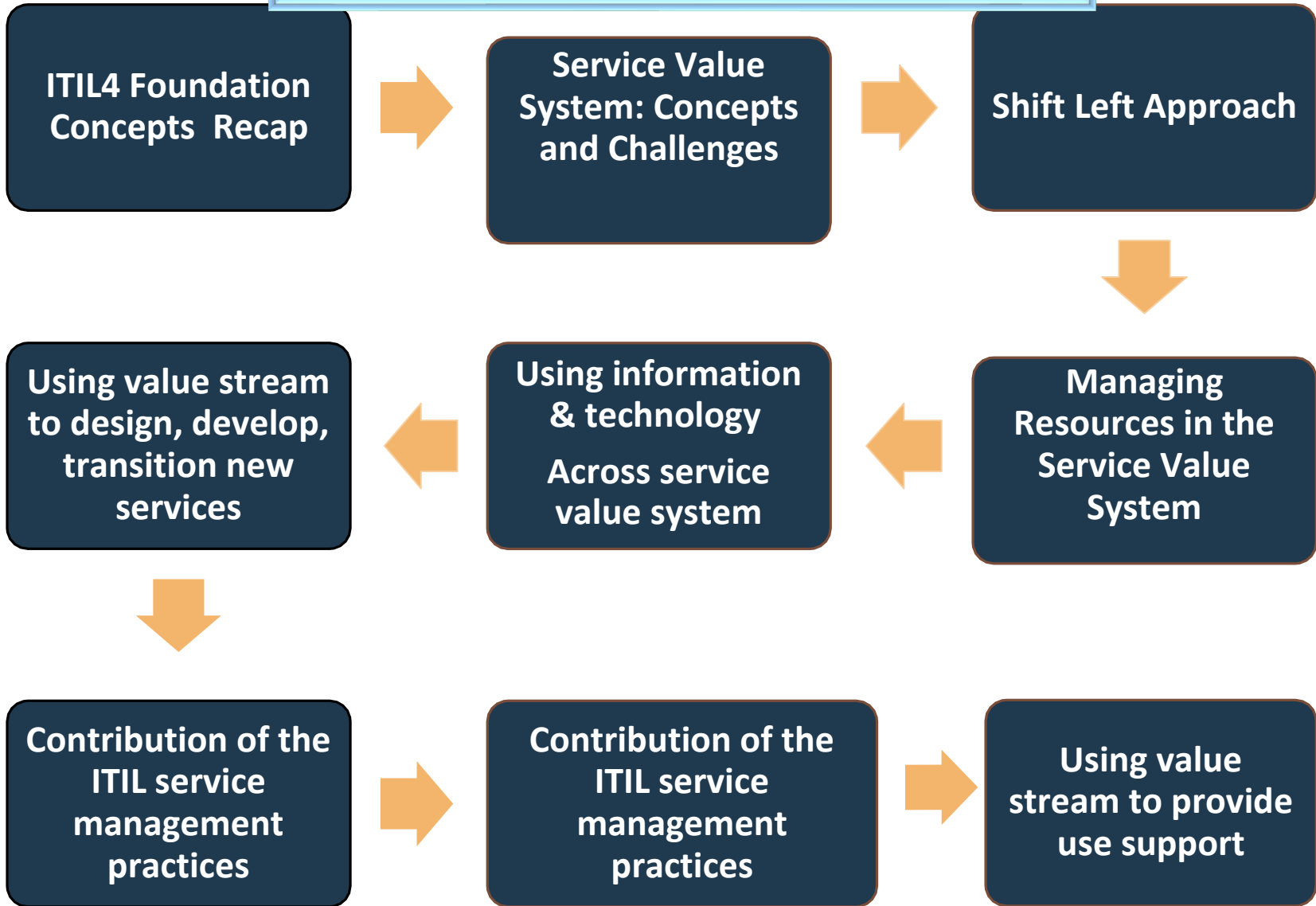
Learn how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools.

Learn about service performance, service quality and improvement methods.

Learn to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market.

4P Advisory Services

# Course Outline



# Prerequisites for the EXAM

- ITIL® 4 Foundation

## Note:

Softcopy of Mark sheets & certificates will be downloadable from the EI's site within 15 & 30 days respectively

# ITIL4 CDS Exam Details

**Duration: 90 minutes, closed book**

**Number of questions: 40**

**Marks: Each question is worth 1 mark. There are 40 marks available.**

**There is no negative marking.**

**Provisional pass mark: 70% or higher – a raw score of 28 marks or above**

**The exam is normally held at the end of the classroom course and is organised by the AXELOS Examination Institute partner, PeopleCert through 4P Advisory Services**

# System Requirements

- None for Classroom
- Skype for online training

Only the Electronic copies of the Participation Certificates will be sent, after completion of the whole program





**JOIN NOW!**

>>Contact: [info@4pa.in](mailto:info@4pa.in)