Course : ITIL® 4 Specialist, Create, Deliver and Support: Certification

Practical course - 3d - 21h00 - Ref. ITH
Price : 2030 € E.T.

★★★★½ 4,1 / 5

🎯 Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Plan and build a value stream to create, deliver, and support a service.
- ✓ Create, deliver, and support services.
- ✓ Prepare for and take the ITIL 4 Specialist CDS certification exam

Certification

The certification exam is given in French. Training delivered in French.

Remote certifications

See the certifier's official documentation for the list of prerequisites for completing the online certification exam.

Practical details

Teaching methods

This course involves active, participatory learning. ITIL® concepts are explained, illustrated through feedback, and enhanced with group discussions.

Course schedule

① Organization, people and culture

- Organizational structure.
- Building effective teams.
- Developing team culture.
- Integrated/collaborative teams.
- Capabilities, roles, and skills of the team.
- Managing employee satisfaction.
- Shift Left approach. Planning and managing resources in the SVS.

2 Technologies and information

- Tools, integration and data sharing.
- Reporting and advanced analytics.
- Collaboration and workflow.
- Process automation.
- Artificial intelligence and machine learning.
- Continuous integration, delivery, and deployment (CI/CD).
- Value of an effective information model.

3 Value stream and developing a new service

- Value stream/value chain for a new service.
- Designing the service.
- Software development and management.
- Deployment management.
- Version management.
- Validating and testing the service.
- Activating the change.

4 Value stream model for restoration of a live service

- How to provide support.
- Service desk.
- Incident management.
- Problem management.
- Knowledge management.
- Service level manager.
- Monitoring and managing events.

5 Prioritizing and managing work

- Coordinating, ranking, and structuring work and activities.
- Managing work in the form of tickets and backlogs.
- Sourcing and construction considerations.
- Subcontractor considerations: Service integration and management (SIAM) options.

6 Preparing for and taking the ITIL® 4 CDS exam

- Review of the ITIL® 4 CDS program.
- Questions/answers between participant and trainer.
- Mock exam and group correction. Tips for the exam.

Exam

The exam is multiple-choice: 40 questions in 90 minutes (113 minutes if English is not the candidate's native language) If at least 70% of the answers are correct (28 right answers), the exam is passed.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

Dates and locations

REMOTE CLASS
2026 : 4 May, 3 June, 3 June, 9 Sep., 9 Sep., 21 Oct., 16 Nov., 7 Dec., 7 Dec.

PARIS LA DÉFENSE
2026 : 4 May, 3 June, 9 Sep., 21 Oct., 16 Nov., 7 Dec.

LUXEMBOURG
2026 : 3 June, 16 Nov.