MASET

APPROVED LEARNING & TRAINING INSTITUTION

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

Learning Mode:
Online

Duration:
4 Days + Post Class Coaching
1 Day Exam

This course is specifically designed to provide participants with:

- Clear guidance on how to plan and manage IT services and value streams to deliver quality IT-enabled products and services.
- Practical skills to use proven ITIL practices and tools for improving service performance and customer satisfaction.
- Knowledge to support and continually improve IT services, aligning them with business needs and goals1

Trainer:

MANIKANDAN MOHANAKRISHNAN
With over 23 years of extensive experience in the IT/ITES industry

Manikandan Mohanakrishnan is a highly experienced trainer and consultant with over 23 years in the IT industry. He specializes in Service Management, Project Management, Agile, and soft skills, having delivered over 1,000 training sessions since 2016. Certified in ITIL4, PRINCE2 Agile, PMP, and DevOps, he brings real-world insights through simulations, case studies, and interactive learning. Manikandan is also known for facilitating unique space mission simulations to strengthen team collaboration and problem-solving.

Accredited by:

PeopleCert
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Course Overview

SUMMARY

The ITIL® 4 Specialist: Create, Deliver and Support (CDS) certification is essential for IT professionals involved in the end-to-end delivery of IT-enabled services. This course goes beyond foundational knowledge, offering practical guidance on service design, development, deployment, and continual improvement. Advance your career in IT with an ITIL certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape. Delivered by TEC in partnership with MASET, an accredited PeopleCert training organization.

Course Content

MODULE 1
Understand how to plan and build a service value stream to create, deliver and support services

- Understand the concepts and challenges relating to the following across the service value system:
  - Organizational structure
  - Integrated/collaborative teams
  - Team capabilities, roles and competencies
  - Team culture and differences
  - Working to a customer-orientated mindset
  - Employee satisfaction management
  - The value of positive communications
- Understand how to use a 'shift-left' approach
- Know how to plan and manage resources in the service value system, including:
  - Team collaboration and integration (including subsections)
  - Workforce planning
  - Results based measuring and reporting
  - The culture of continual improvement
- Understand the use and value of information and technology across the service value system, including:
  - Integrated service management toolsets

- Integration and data sharing
- Reporting and advanced analytics
- Collaboration and workflow
- Robotic process automation (RPA)
- Artificial intelligence and machine learning
- Continuous integration and delivery/deployment (CI/CD)
- Information models

MODULE 2
Know how relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams

- Know how to use a value stream to design, develop and transition new services (including subsections).

- Know how the following ITIL practices contribute to a value stream for a new service, and the following references from the relevant ITIL® 4 Official Practice Guides:
  - Service design
  - Software development and management
  - Deployment management
  - Release management
  - Service validation and testing
  - Change enablement

- Know how the following ITIL practices contribute to a value stream for user support, and the following references from the relevant ITIL® 4 Official Practice Guides:
  - Service desk
  - Incident management
  - Problem management
  - Knowledge management
  - Service level management
  - Monitoring and event management

MODULE 3
Know how to create, deliver and support services

- Know how to co-ordinate, prioritize and structure work and activities to create, deliver and support services, including:
  - Managing work as tickets
  - Prioritizing work
- Understand the use and value of the following across the service value system:
  - Buy vs build considerations
  - Sourcing options
  - Service integration and management