



ITIL 4

Create, Deliver and Support (CDS)

A globally recognized certification that introduces the fundamental concepts of modern IT Service Management (ITSM). It provides a common language and framework for digital service delivery and value co-creation.

WHY SHOULD YOU TAKE THIS COURSE?

In a modern "Service Desk" environment, traditional rigid processes are no longer enough. ITIL 4 moves away from "process silos" toward a holistic "Service Value System." It integrates modern ways of working like Agile, Lean, and DevOps, making it essential for any professional looking to manage digital services in a fast-paced environment.

CERTIFICATION BENEFITS

Career Advancement: Highly sought after by employers; certified professionals often command 10-15% higher salaries.

Global Recognition: Standardizes your skills across the international IT industry.

Improved Efficiency: Provides the tools to reduce incident resolution times and improve resource management.

Language Alignment: Establishes a common terminology for your team, reducing communication errors.

DURATION

3 Days

EXAM

1 Hours

ACCREDITATION

ITIL 4 Certified



LEARNING OBJECTIVES

- By the end of this course, you will be able to:
- ->Understand the Four Dimensions of Service Management (Organizations & People, Information & Technology, Partners & Suppliers, Value Streams & Processes).
- ->Explain the ITIL Service Value System (SVS) and how it facilitates value co-creation.
- ->Apply the 7 Guiding Principles (e.g., "Focus on Value," "Start Where You Are").
- ->Identify the purpose of key ITIL practices like Incident Management, Change Enablement, and Service Desk.

WHAT YOU'LL LEARN

You will master the shift from "Managing IT Services" to "Delivering Value." The course covers the transition from ITIL v3's 26 processes to ITIL 4's 34 management practices.

WHO SHOULD ATTEND?

Service Desk Professionals: Analysts, Team Leads, and Managers looking to standardize their operations.

IT Support Staff: Technical support engineers and system administrators.

Newcomers to ITSM: Individuals entering the IT field who need a foundational understanding of service delivery.

Management: Project Managers and Business Analysts who work closely with IT teams.

COURSE AGENDA

Day,Modules Covered

Day 1,Key Concepts of Service Management; The 7 Guiding Principles; The Four Dimensions of Service Management.

Day 2,The Service Value System (SVS); The Service Value Chain; Introduction to ITIL Management Practices (General).

Day 3,"Deep dive into Core Practices (Incident, Problem, Change, Service Level); Mock Exam & Final Certification Review."

PREREQUISITES

There are no formal prerequisites for this course.

A basic understanding of IT services and interest in service management is recommended.

EXAMINATION DETAILS

Exam Duration: 1 Hours

Exam Type: Multiple Choice Questions (MCQ).

Number of Questions: 40 Questions.

Passing Score: 26/40 (65%).

Delivery: Online Proctored (PeopleCert).

Language: English (and other major global languages).

EXAM COMPETENCY DOMAINS

Understand the key concepts of service management (20%).

Understand how the ITIL guiding principles can help an organization adopt and adapt service management (17%).

Understand the four dimensions of service management (11%).

Understand the purpose and components of the ITIL service value system (11%).

Understand the activities of the service value chain and how they interconnect (17%).

Know the purpose and key terms of 15 ITIL practices (12%).

Understand 7 essential ITIL practices in detail (12%).

CERTIFICATION & CREDENTIALS

Issuing Body: PeopleCert on behalf of AXELOS.

Validity: The certification is valid for 3 years. To maintain validity, candidates can retake the exam, earn CPD points via MyITIL, or progress to higher-level ITIL 4 modules (Managing Professional or Strategic Leader).

Digital Badge: Upon passing, learners receive a digital badge to display on LinkedIn and professional profiles.

GENERAL INFORMATION

Mode of Delivery: Available as Instructor-Led Training (ILT), Virtual Instructor-Led Training (VILT), or E-learning (Self-Paced).

Study Material: Includes the official ITIL 4 Foundation eBook, session recordings (if VILT), and 2-3 full-length mock exams.

Support: Post-training support available for exam registration and technical troubleshooting.

READY TO TAKE THE NEXT STEP?

Visit www.skilluniv.com or contact training@skilluniv.com for enrollment.