



ITIL 4 Managing Professional: Create, Deliver & Support (CDS) Course

Overview

The **ITIL 4 Managing Professional (MP): Create, Deliver, and Support (CDS)** certification is designed for IT professionals responsible for **end-to-end service delivery, service performance, and continual improvement**. This module focuses on effectively integrating **value streams and activities** to create, deliver, and support IT-enabled services and products.

This course provides **practical guidance** on service **design, development, support, and optimization**. It is a key module in the **ITIL 4 Managing Professional certification path**, equipping learners with the skills to enhance service quality, streamline workflows, and ensure value-driven IT operations.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.
- **Self-Paced eLearning** – Flexible learning at your own pace.
- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.
- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: ITIL 4 Foundation Recap & Service Management Overview

- ITIL 4 framework and service management principles.
- The role of **Create, Deliver, and Support (CDS)** in ITIL 4 Managing Professional.
- Understanding **value streams and workflows**.

Module 2: Designing & Building IT Services

- Service design and development strategies.
- Implementing IT-enabled services with agility.
- Integration of **Agile, DevOps, and Lean IT** in service design.

Module 3: Service Performance & Efficiency

- Key performance indicators (KPIs) and service measurement.
- Ensuring high availability, reliability, and resilience.
- Automating service processes for efficiency.

Module 4: Supporting & Optimizing IT Services

- Effective incident, problem, and change management.
- Managing service desks and escalation procedures.
- Service continuity and risk management.

Module 5: ITIL 4 Managing Professional Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.
 - Exam-taking strategies & study techniques.
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Learning Outcomes

After completing this course, candidates will:

- Understand how to **design, build, and support IT-enabled services**.
 - Learn how to **streamline service workflows and enhance efficiency**.
 - Gain insights into **service performance, optimization, and continual improvement**.
 - Be **fully prepared** for the **ITIL 4 Managing Professional CDS Certification Exam**.
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Who Should Attend?

This course is ideal for:

- IT professionals involved in **service design, delivery, and optimization**.
 - IT managers, service desk managers, and **technical support teams**.
 - ITIL 4 Foundation certified professionals aiming to progress to **Managing Professional**.
 - Individuals seeking advanced ITSM capabilities in **agile and DevOps-driven environments**.
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Prerequisites

To take the **ITIL 4 CDS exam**, candidates must have:

- **ITIL 4 Foundation Certification**.
 - Basic knowledge of **IT service management and service delivery processes**.
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Exam & Certification

ITIL 4 CDS Exam Details:

- **Exam Provider:** PeopleCert (Web-Proctored Exam)
- **Format:** Multiple Choice

- **Duration:** 90 Minutes
- **Number of Questions:** 40
- **Passing Score:** 70% (28/40 Correct Answers)
- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **four modules** required for the **ITIL 4 Managing Professional (MP) designation**.
 - Enhances career opportunities in **IT service design, delivery, and support**.
 - Recognized globally for **service management, IT operations, and business continuity**.
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Frequently Asked Questions (FAQs)

- 1. How do I schedule my ITIL 4 CDS exam?** After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.
 - 2. Do I need prior ITIL knowledge?** Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.
 - 3. What study materials are included?** You will receive:
 - **Digital eBook**
 - **Official ITIL 4 Sample Paper**
 - 4. Do you offer corporate training?** Yes! We provide **customized corporate training** tailored to your organization's needs.
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Enroll Now & Get ITIL 4 Certified!

 **Contact Us for Enrollment & Group Discounts**

 **Visit Our Website:** www.learnings24x7.com

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 **Email:** hello@learnings24x7.com

Advance Your ITSM Career with ITIL 4 Managing Professional CDS Certification!