

## ITIL4\_CDS\_EN - ITILR 4 Specialist: Create, Deliver & Support (CDS) in English

<b>Czas trwania:</b>	Czas trwania: 3 dni / 24 godz.
<b>Cena rynkowa:</b>	Zadzwo - 801 30 30 30
<b>Cena promocyjna:</b>	Zadzwo - 801 30 30 30
<b>Szkolenie autoryzowane:</b>	Tak

### Informacje o szkoleniu

ITILR 4 Specialist: Create, Deliver and Support (CDS) training with EXAM

According to the decision of PeopleCert and AXELOS, from November 1, 2019, accredited trainings are sold only with an exam.

Course description:

This 3-day ITIL 4 Specialist: Create, Deliver and Support (CDS) course covers the core service management activities and expands beyond the previous scope of ITIL v3 to cover the 'creation' of services.

The course agenda covers core ITIL 4 practices to help you understand the major factors that contribute to the successful creation, delivery, and support across ITIL's new service value system (SVS) business model.

### Wymagania wst pne

ITIL 4 Foundation certification

### Zagadnienia poruszane podczas szkolenia

- Course content:
- The Create, Deliver and Support (CDS) course focuses on the following ITIL 4 practices:
- Service design
- Software development and management
- Deployment management
- Release management
- Service validation and testing
- Change enablement
- Service Desk
- Incident management
- Problem management
- Knowledge management
- Service level management
-

Monitoring and event management.

- ▣ The exam is organized on the last day of training.
- ▣ Exam information:
- ▣ Exam type: on-line, multiple choice (1 correct answer out of 4)
- ▣ Exam Duration: 90 minutes (113 minutes for non-native speakers)
- ▣ Number of questions: 40
- ▣ Pass mark: 70% (28/40)
- ▣ Exam language: English
- ▣ Closed book.

## Informacje dodatkowe

Additional information:

Student pack includes:

ITIL 4 Create, Deliver and Support coursebook with a set of slides

Booklet with ITIL 4 practices discussed during the course

ITIL glossary

Exam specification

Exam sample questions with answers and rationales

ITIL 4 Reference Card.

Organisation of training:

Public classroom, Closed group classroom, or Instructor-led Live Online Classes

Training language: PL or EN

Material language: EN

Group size: 8 to 14 participants

Prerequisites: ITIL 4 Foundation certificate

Accreditation: Accreditation granted to Asseco Data Systems by PeopleCert on behalf of AXELOS

Exam is included in price.

ITILR is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The Swirl logoT is a trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The ITIL Accredited Training Organization logoR is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

## Typy szkolenia

### Wi cej informacji:

Zadzwo 801 30 30 30 lub napisz [szkolenia@assecods.pl](mailto:szkolenia@assecods.pl)