BLACKBIRD FOR TRAINING

ITIL® 4 Create, Deliver & Support (CDS)

9 – 13 August 2027
Kuala Lumpur (Malaysia)



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Introduction

ITIL® 4 Create, Deliver & Support CDS is an advanced certification module that focuses on the operational core of digital service management. It provides a structured approach to designing services, delivering them efficiently, and ensuring continuous support in complex organizational environments. The course emphasizes practical execution, operational control, service reliability, and measurable performance improvement.

This program is designed for executives, department managers, team leaders, and professionals working across information technology, project management, operations, quality management, human resources, banking, oil and gas, telecommunications, and public sector institutions across the Middle East and North Africa. Organizations seeking to strengthen service governance, improve operational stability, and enhance customer satisfaction will find this certification strategically valuable.

Participants gain structured methodologies to streamline workflows, reduce service disruptions, optimize capacity planning, and improve service quality. The course connects operational activities directly to business value, ensuring that service management becomes a measurable contributor to organizational success.

Course Objectives

By the end of ITIL® 4 Create, Deliver & Support CDS, participants will be able to:

- Explain the core concepts of service creation, delivery, and support.
- Analyze service value streams and operational workflows.
- Apply structured practices for incident, problem, and service request management.
- Organize cross-functional teams to enhance operational performance.
- Implement service level management and performance measurement techniques.
- Manage capacity and resources to ensure service continuity.
- Identify operational risks and design mitigation strategies.
- Apply continual improvement practices across service environments.
- Align operational service management with strategic objectives.
- Prepare effectively for the certification examination.



Course Outlines

Day 1: Foundations of Service Creation, Delivery, and Support

- Understanding the service value system.
- Components of the service management framework.
- Designing operational value streams.
- Roles and responsibilities in service environments.
- Linking governance with operational execution.
- Service design principles that support operational success.

Day 2: Organizational Structure and Operational Capability

- Structuring service teams for performance.
- Managing workforce capacity and skills.
- Knowledge management in support operations.
- Collaboration models across departments.
- Monitoring productivity and efficiency.
- Addressing operational constraints and dependencies.

Day 3: Incident, Problem, and Service Request Management

- Differentiating incidents, problems, and service requests.
- Structured incident resolution processes.
- Root cause analysis methods.
- Major incident escalation frameworks.
- Service-level monitoring and reporting.
- Practical scenario-based application exercises.

Day 4: Value Streams, Metrics, and Continual Improvement

- Mapping end-to-end service workflows.
- Eliminating bottlenecks and inefficiencies.
- Defining key performance indicators.
- Managing operational risks systematically.
- Implementing continual improvement cycles.
- Analytical case study discussions.



Day 5: Governance, Performance Assessment, and Exam Preparation

- Integrating service operations within corporate governance.
- Evaluating service maturity and team readiness.
- Comprehensive concept review.
- Practice examination simulation.
- Analyzing assessment results.
- Structuring post-certification development plans.

Why Attend This Course? Wins & Losses!

- Earn a globally recognized professional certification.
- Strengthen service reliability and operational stability.
- Reduce service disruptions and enhance stakeholder satisfaction.
- Improve coordination between development and operational teams.
- Establish measurable performance management practices.
- Enhance governance alignment and accountability.
- Support digital transformation initiatives.
- Build structured risk management capabilities.

Conclusion

ITIL® 4 Create, Deliver & Support CDS delivers a structured and practical framework for managing digital services with clarity, discipline, and measurable impact. The course integrates service creation, operational delivery, structured support, governance alignment, and performance optimization into a unified management approach.

Participants develop the ability to translate service management theory into operational excellence. Through structured workflows, defined performance metrics, risk control mechanisms, and continual improvement practices, organizations can strengthen service resilience and deliver consistent value to stakeholders.

This certification supports institutions aiming to improve operational maturity, align service activities with strategic objectives, and maintain high standards of service quality in increasingly complex digital ecosystems. By combining governance, execution, and continuous enhancement, the course ensures that service management becomes a sustainable driver of long-term organizational performance.

