ITIL® 4 Specialist:
Create, Deliver and Support

Syllabus

PeopleCert

Official Training Materials

1. Introduction

The ITIL® 4 Specialist: Create, Deliver and Support (CDS) qualification is intended to provide the candidate with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools.

The ITIL® 4 Specialist: Create, Deliver and Support (CDS) examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of ITIL 4 to the creation, delivery and support of services, as described in the syllabus below, to be awarded the ITIL® 4 Specialist: Create, Deliver and Support (CDS) qualification. The ITIL® 4 Specialist: Create, Deliver and Support (CDS) qualification is one of the pre-requisites for the designation of ITIL® 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern, IT-enabled services, teams and workflows.

Prerequisites: The candidate must have passed the ITIL® 4 Foundation examination in order to sit this exam.

2. Exam Overview

Material allowed	None	This is a 'closed book' exam. The ITIL 4: Create, Deliver and Support Official Book and the relevant ITIL Practices Guides should be used for study but is **NOT** permitted to be used in the exam.
Exam duration	90 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.
Number of marks	40 marks	There are 40 questions, each worth 1 mark. There is no negative marking.
Provisional Pass mark	28 marks	You need to answer 28 questions correctly to pass the exam
Level of thinking	Bloom's levels 2 & 3	"Bloom's level" describes the type of thinking needed to answer the question. For Bloom's 2 questions, you need to show **understanding** of the concepts, methods and principles of the ITIL 4 Collaborate, Assure and Improve Practices module. For Bloom's 3 questions, you need to demonstrate **application** of these concepts, methods and principles of the ITIL 4 Collaborate, Assure and Improve Practices module.
Question types	Standard, Missing word, Negative, & List	The questions are all 'multiple choice'. For the 'standard' questions, you have a question and four answer options. 'Negative' questions are 'standard' questions in which the stem is negatively worded. For the 'missing word' questions, there is a sentence with a word missing and you have to select the missing word from four options. For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list.

3. Question Types

All 40 questions are Objective Test Questions (OTQs), which present four options from which one option is selected. Distractors (wrong answers) are options that candidates with incomplete knowledge or skill would be likely to choose. These are generally plausible responses relating to the syllabus area being examined. Question styles used within this type are: 'Standard', 'Missing word', 'List' (2 correct items), and, exceptionally, 'Negative' standard OTQ.

Example 'Standard' OTQ:

Which is a source of best practice?

A. Q
B. P
C. R
D. S

Example 'List' OTQ:

Which statement about service asset and configuration management is **CORRECT**?

1. It does Q
2. It does P
3. It does R
4. It does S

A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

NOTE: Two of the list items are correct. List style questions are never negative.

Example 'Missing word' OTQ

Identify the missing word(s) in the following sentence.

A [?] defines requirements for services and takes responsibility for outcomes from service consumption.

A. Role Q
B. Role P
C. Role R
D. Role S

Example 'Negative' standard OTQ:

Which is **NOT** a defined area of value?

A. Q
B. P
C. R
D. S

NOTE: Negative questions are only used, as an exception, where part of the learning outcome is to know that something is not done or should not occur

Please see the sample paper for an example of the exam format and content.

4. ITIL 4 Create, Deliver & Support Syllabus

The table below specifies the learning outcomes of the ITIL® 4 Specialist: Create, Deliver & Support qualification, and the assessment criteria used to assess a candidate's achievement of these learning outcomes, subsequent to a course of study.

Note: Official Book references are in parentheses. These refer to the section, but not the subsections within it. The verb for each assessment criterion indicates the Bloom's level (BL): 'Describe'/'Understand', indicates Level 2 understanding/comprehension, and 'Know how to' indicates Level 3 application.

Learning Outcome	Assessment Criteria	Bloom Level	No. marks
1. **Understand how to plan and build a service value stream to create, deliver and support services**	1.1 Understand the concepts and challenges relating to the following across the service value system: a) Organizational structure (2.1.1) b) Integrated/collaborative teams (2.3.5, 2.3.5.1-3) c) Team capabilities, roles and competencies (2.2.1-2, 2.2.2.1-2) d) Team culture and differences (2.3.1-5) e) Working to a customer-orientated mindset (2.3.6, 2.3.6.1) f) Employee satisfaction management (2.2.4) g) The value of positive communications (2.3.7, 2.3.7.1)	BL2	15
	1.2 Understand how to use a 'shift-left' approach (5.1.5)	BL2	
	1.3 Know how to plan and manage resources in the service value system, including: a) Team collaboration and integration (2.3.3 (including subsections), 2.3.5) b) Workforce planning (2.2.3) c) Results based measuring and reporting (2.2.5, 2.2.5.1) d) The culture of continual improvement (2.3.4, 2.3.8)	BL3	
	1.4 Understand the use and value of information and technology across the service value system, including: a) Integrated service management toolsets (3.9.1-2) b) Integration and data sharing (3.1, 3.1.1-2) c) Reporting and advanced analytics (3.2, 3.2.1-2) d) Collaboration and workflow (2.3.6.1, 3.3, 3.3.1-3) e) Robotic process automation (RPA) (3.4, 3.4.1-3)	BL2	

Learning Outcome	Assessment Criteria	Bloom Level	No. marks
	f) Artificial intelligence and machine learning (3.5, 3.5.1-3, 3.6, 3.6.1-2) g) Continuous integration and delivery/deployment (CI/CD) (3.7-3.7.4) h) Information models (3.8, 3.8.1)		
2. Know how relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams	2.1 Know how to use a value stream to design, develop and transition new services (4, 4.1, 4.1.1-7, 4.2.1 (including subsections))	BL3	16
	2.2 Know how the following ITIL practices contribute to a value stream for a new service (4.2.1 (including subsections), and the following references from the relevant Practice Guides[1]): a) Service design (2.1, 2.2.1, 2.4 (including subsections)) b) Software development and management (2.1, 2.3 & 2.4 (including subsections)) c) Deployment management (2.1, 2.2.2, 2.3 & 2.4 (including subsections)) d) Release management (2.1, 2.3 & 2.4 (including subsections)) e) Service validation and testing (2.1, 2.3 & 2.4 (including subsections)) f) Change enablement (2.1, 2.2.1, 2.4 (including subsections), 4.1.1, 4.1.2)	BL3	
	2.3 Know how to use a value stream to provide user support (4, 4.1, 4.1.1-7, 4.2.2 (including subsections))	BL3	
	2.4 Know how the following ITIL practices contribute to a value stream for user support (4.2.2 (including subsections), and the following references from the relevant Practice Guides[1]): a) Service desk (2.1, 2.2.2 & 2.4 (including subsections)) b) Incident management (2.1, 2.2, 2.4 (including subsections), 3.2.1, tab 3.2) c) Problem management (2.1, 2.2.1, 2.4 (including subsections), 3.2.1, tab 3.1, 3.2.2, tab 3.4) d) Knowledge management (2.1. 2.2.4 & 2.4 (including subsections)) e) Service level management (2.1, 2.3 & 2.4 (including subsections), tab 2.3) f) Monitoring and event management (2.1 & 2.4 (including subsections))	BL3	

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[1] References made are to the previous version published version of the Practice Guides and not the ones updated in 2023.

Learning Outcome	Assessment Criteria	Bloom Level	No. marks
3. Know how to create, deliver and support services	3.1 Know how to co-ordinate, prioritize and structure work and activities to create, deliver and support services, including: a) Managing work as tickets (5.1, 5.1.1, 5.1.2, 5.1.4) b) Prioritizing work (5.1, 5.1.1-4)	BL3	9
	3.2 Understand the use and value of the following across the service value system: a) Buy vs build considerations (5.2.1, 5.2.1.1-3) b) Sourcing options (5.2, 5.2.2-3) c) Service integration and management (5.2.4, 5.2.4.1)	BL2	

5. Exam Specification

Learning Outcome	Weighting %
1. Understand how to plan and build a service value stream to create, deliver and support services	37.5%
2. Know how relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams	40.0%
3. Know how to create, deliver and support services	22.5%
Total	**100%**

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