ITIL® Intermediate Service Design

Certification: ITIL® Service Design Lifecycle
Duration: 3 days
Delivery: Classroom

Accreditor: PEOPLECERT on behalf of AXELOS
Credits: 3 in the ITIL Scheme

Course Description:

This 3 days course immerses participants in the overall concepts, processes, policies, and methods associated with the Service Design phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Design stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Through this course, the participants will gain an understanding about the purpose, principles and processes of service design. This course is of special interest for ITIL Foundation certified professionals extending their qualifications to ITIL Expert (and later ITIL Master) level for which this qualification is a prerequisite.

Audience:

- Capacity Manager
- Availability Manager
- Service Level Manager
- Business Continuity Manager
- Service Portfolio Manager
- ITSM Trainers

Learning Objectives:

At the end of this course, you will be able to:

- Comprehend the importance of the Service Management as a practice concept.
- Comprehend the importance of the principles, purpose, and objectives of Service Design.
- Learn how all processes in Service Design interact with other Service Lifecycle processes.
- Recognize the sub-processes, activities, methods, and functions used in each of the Service Design processes.

- Learn roles and responsibilities within Service Design and the activities and functions to achieve Service Design excellence.
- Recognize how to measure Service Design.
- Understand the technology and implementation considerations surrounding Service Design.
- Outline the challenges, Critical Success Factors (CSFs), and risks associated with Service Design.

Prerequisites:

Participants need to attain the ITIL® Foundation certificate. In addition, around 2 years of IT experience is desirable.

Course Agenda:

Day1	Day2	Day3
Course Introduction	Service Design Processes - Part 1 (Contd.)	Service Design Technology-Related Activities
Introduction to Service Design	Service Design Processes - Part 2	Organizing for Service Design
Service Design Principles	Service Design Processes - Part 2 (Contd.)	Technology Considerations
Service Design Processes - Part 1	Service Design Processes - Part 3	Implementation and Improvement of Service Design
Homework	Homework	Exam Preparation Guide / Mock Exam

Course Outline:

Course Introduction

- Introductions
- Course Introduction
- Course Learning Objectives
- Unique Nature of the Course
- Course Qualification Scheme
- Course Agenda and Exam Details

Course Agenda

- ITIL Intermediate Classroom Course
- ITIL Intermediate Expert Program Course
- ITIL Intermediate Classroom Blended Course
- ITIL Intermediate Virtual Classroom Blended Course

Module 1: Introduction to Service Design

- 1.1 Purposes and Objectives
- 1.2 Scope and Value to the Business
- 1.3 Service Design Goals
- 1.4 Context
- 1.5 Inputs, Outputs, Contents, and Use of SDP
- 1.6 Contents and Use of SAC
- 1.7 Group/Individual Exercise
- 1.8 Sample Test Question

Module 2: Service Design Principles

- 2.1 Holistic Service Design
- 2.2 Balanced Design
- 2.3 Identifying Service Requirements
- 2.4 Identifying and Documenting Business Requirements and Drivers
- 2.5 Design Activities
- 2.6 Design Aspects
- 2.6.1 Designing Service Solutions
- 2.6.2 Designing Management Information Systems and Tools
- 2.6.3 Designing Technology Architectures and Management Architectures
- 2.6.4 Designing Processes
- 2.6.5 Designing Measurement Methods and Metrics
- 2.7 Subsequent Design Activities
- 2.8 Design Constraints
- 2.10 Service Design Models
- 2.11 Group/Individual Exercise
- 2.12 Sample Test Question

Module 3: Service Design Processes - Part 1

- 3.1 Design Coordination
- 3.1.1 Purpose and Objectives
- 3.1.2 Scope of Design Coordination
- 3.1.3 Value to the Business
- 3.1.4 Policies, Principles, and Basic Concepts
- 3.1.5 Process Activities, Methods, and Techniques
- 3.1.6 Triggers, Inputs, Outputs, and Interfaces
- 3.1.7 CSFs and KPIs
- 3.1.8 Challenges and Risks
- 3.2 Service Catalogue Management
- 3.2.1 Purpose and Objectives
- 3.2.2 Scope of the Process
- 3.2.3 Value to the Business
- 3.2.4 Policies, Principles, and Basic Concepts
- 3.2.5 Process Activities, Methods, and Techniques
- 3.2.6 Triggers, Inputs, Outputs, and Interfaces
- 3.2.7 CSFs and KPIs
- 3.2.8 Challenges and Risks

- 3.3 Service Level Management
- 3.3.1 Purpose and Objectives
- 3.3.2 Scope of the Process
- 3.3.3 Value to the Business
- 3.3.4 Policies, Principles, and Basic Concepts
- 3.3.5 Process Activities, Methods, and Techniques
- 3.3.6 Triggers, Inputs, Outputs and Interfaces
- 3.3.7 CSFs and KPIs
- 3.3.8 Challenges and risks
- 3.4 Sample Test Question

Module 4: Service Design Processes - Part 2

- 4.1 Capacity Management
- 4.1.1 Purpose and Objectives
- 4.1.2 Scope of Capacity Management
- 4.1.3 Business Value of Capacity Management
- 4.1.4 Policies, Principles, and Basic Concepts
- 4.1.5 Process Activities, Methods, and Techniques
- 4.1.6 Triggers, Inputs, Outputs, and Interfaces
- 4.1.7 CSFs and KPIs
- 4.1.8 Challenges and Risks
- 4.2 Availability Management
- 4.2.1 Purpose and Objectives
- 4.2.2 Scope of the Process
- 4.2.3 Value to the Business
- 4.2.4 Policies, Principles, and Basic Concepts
- 4.2.5 Process Activities, Methods, and Techniques
- 4.2.6 Triggers, Inputs, Outputs, and Process Interfaces
- 4.2.7 Critical Success Factors and Key Performance Indicators
- 4.2.8 Challenges and Risks
- 4. 3 Supplier Management
- 4.3.1 Purpose and Objectives
- 4.3.2 Scope of The Process
- 4.3.3 Value to the Business
- 4.3.4 Policies, Principles, and Basic Concepts
- 4.3.6 Triggers, Inputs, Outputs, and Interfaces
- 4.3.7 CSFs and kpis
- 4.3.8 Challenges and Risks

Module 5: Service Design Processes - Part 3

- 5.1 IT Service Continuity Management
- 5.1.1 Purpose and Objectives
- 5.1.2 Scope
- 5.1.3 Value to the Business
- 5.1.4 Policies, Principles, and Basic Concepts
- 5.1.5 Process Activities, Methods, and Techniques
- 5.1.5.1 Stage 1 - Initiation
- 5.1.5.2 Stage 2 - Requirements and Strategy

- 5.1.5.3 Stage 3 - Implementation
- 5.1.5.4 Stage 4 - Ongoing Operation
- 5.1.5.5 Invocation
- 5.1.6 Triggers, Inputs, Outputs, and Interfaces
- 5.1.7 Critical Success Factors and Key Performance Indicators
- 5.1.8 Challenges and Risks
- 5.2 Information Security Management
- 5.2.1 Purpose and Objectives
- 5.2.2 Scope of ISM
- 5.2.3 Value to the Business
- 5.2.4 Policies, Principles, and Basic Concepts
- 5.2.5 Process Activities, Methods, and Techniques
- 5.2.6 Triggers, Inputs, Outputs, and Interfaces
- 5.2.7 CSFs and KPIs for Successful ISM
- 5.2.8 Challenges and Risks
- 5.3 Group/Individual Exercise

Module 6: Service Design Technology - Related Activities

- 6.1 Requirements Engineering
- 6.2 Management of Data and Information
- 6.3 Management of Application
- 6.4 Group/Individual Exercise

Module 7: Organizing for Service Design

- 7.1 Responsibility model – RACI
- 7.2 Functions
- 7.3 Roles
- 7.4 Group/Individual Exercise
- 7.5 Sample Test Question

Module 8: Technology Considerations

- 8.1 Types of Tools Benefiting Service Design
- 8.2 Requirements for Service Management Tools
- 8.3 SAMPLE TEST QUESTION

Module 9: Implementation and Improvement of Service Design

- 9.1 Business Impact Analysis
- 9.2 Service Level Requirements
- 9.3 Risks to the Services and Processes
- 9.4 Implementing Service Design
- 9.5 Measurement of Service Design
- 9.6 Challenges of Service Design
- 9.7 Service Design Risks
- 9.8 Service Design CSFs and KPIs
- 9.9 Group/Individual Exercise
- 9.10 Sample Test Question

Module 10: Exam Preparation Guide

Exam Information

Exam Description

The Service Design (SD) module is one of the certifications within the ITIL Service Lifecycle workstream - Intermediate level. Under the ITIL Credit System, the SD module is worth three credits towards the minimum of 17 required to progress to the Managing Across the Lifecycle module, which is the final step before the ITIL Expert Level.

Exam Facts

Delivery	Online/Paper based
Format	Closed
Proctoring	Web/In-class proctored
Duration	90 minutes; 30 minutes extra for non-native English speakers
# of questions	8, Multiple choice examination questions
Pass Grade	70% (28 marks out of 40)

Exam Prerequisites

- Participants have to hold ITIL Foundation certification in order to take ITIL Service Design exam.

Relevant Trademarks