

ITIL,® Intermediate Service Design Training

Course#: ITSM-08

Duration: 3 Days

Price: 0.00

Course Description

The ITIL Service Design (SD) module is one of the qualifications within the ITIL Service Lifecycle framework. The Service Design stage essentially involves the design of IT services such as architecture, processes, policies and documentation to meet current and future business requirements. This course introduces you to the purpose, principles and processes of service design and how to integrate it as part of the overall service management process and bring about continuous improvement.

KnowledgeHut brings you a comprehensive course on ITIL Service design and its relation to other stages of the ITIL Service Lifecycle. Our workshop is designed to give you maximum learning benefit and understand the management and control of activities and techniques that are documented in the ITIL Service Design publication. You will get full support for your attempt of the exam with our in-depth courseware and expert coaching. The hands on exercises and case studies will also ensure that you are able to introduce consistent service design practices and improve the alignment of IT with the overall business and user needs.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit this link.

Objectives

What you will learn:

On completion of this workshop and successful attempt of the examination, candidates will get an understanding of:

Service design -its need and importance

Service design principles

- Service design processes
- Service design technology-related activities
- Organizing for service design
- Technology considerations
- Implementation and improvement of service design
- Challenges, critical success factors and risks

You will also get:

- In-depth preparatory help for examination
- Comprehensive and crisp courseware in the downloadable format
- Coaching by ITIL certified experts
- Course fee inclusive of exam fee
- 3 credits toward ITIL Expert certification and 21 PDUs for PMI recertification
- Post workshop assistance and support
- KnowledgeHut is an ATO of PEOPLECERT for ITIL Trainings

Audience

This workshop and the subsequent certification will benefit:

IT professionals who require an understanding of ITIL service design stage of the ITIL service lifecycle and how to use it to enhance the quality of IT service provision within an organization
CIOs, CTOs, Managers, Supervisory staff, team leaders, service designers, IT architects, planners, consultants, audit managers, and security managers involved in the ongoing management, coordination and integration of design activities within the service lifecycle

Those seeking to gain the ITIL Expert Certification or higher ITIL certifications for which the Service Design module is a prerequisite

Prerequisites

The Pre-requisites to attaining the Intermediate Certification are given below:

Candidates are required to have (in their possession) and upload the following under their profile on the Peoplecert website:

ITIL Foundation Certificate (version does not matter)

Course Completion Certificate for ITIL Intermediate Service Design Training.

Content

Introduction to service design

The purpose, goals and objectives of service design

The scope of service design

The business value of service design activities

The context of service design in the ITIL service lifecycle

Service design inputs and outputs and the contents and use of the service design package and service acceptance criteria

Service design principles

Design service solutions related to a customer's needs

Design and utilize the service portfolio to enhance business value

The measurement systems and metrics

Service design models to accommodate different service solutions

Service design processes

The interaction of service design processes

The flow of service design as it relates to the business and customer

The five design aspects and how they are incorporated into the service design process

Service design technology-related activities

Requirements engineering and the three types of requirements functional, management/operational and usability

The design of technical architectures for data and information management, and application management

Organizing for service design

How to design, implement and populate a RACI diagram for any process that is within the scope of IT service management

The service design roles and responsibilities, where and how they are used and how a service design organization would be structured to use these roles

Technology considerations

Service design related service management tools, where and how they would be used

The benefits and types of tools that support service design

Implementation and improvement of service design

The six-stage implementation/improvement approach and how the activities in each stage of the cycle are applied

How business impact analysis, service level requirements and risk assessment can affect service design solutions

Challenges, critical success factors and risks

Be able to provide insight and guidance for design challenges, risks and critical success factors

A more detailed syllabus can be found at:

https://www.axelos.com/Corporate/media/Files/Syllabi/The_ITIL_Intermediate_Qualification_Service_Design_Certificate_Syllabus_v5-4-%281%29.pdf