



ITIL Service Lifecycle - Service Design

Days: 3
Format: Instructor-Led
Class Code: ITILV3-SD
Certification Exams: None
Certification Track: None

Recommended Course Sequence

Knowledge of prerequisites
noted below.

*Course content is subject to change
without notice.*

Course Description:

This 3-day course builds on the general principles covered as part of the ITIL Foundation course. It covers the lifecycle aspects of Service Design and covers the management and control of the activities and techniques within the Service Design stage of the lifecycle but not the detail of each of the supporting processes (which are covered in detail in the capability courses). Additionally the course looks at the concept of Service Design as a practice and at the interfaces between Service Design and the other stages of the ITIL Service Lifecycle.

Prerequisites:

ITIL v3 Foundation Certificate or v2 to v3 bridge equivalent is required

Target Student:

The course is suitable for individuals who require a deeper understanding of the Service Design stage of the Service Lifecycle. It offers a natural career development path for practitioner staff that already holds the ITIL Foundation Certificate. Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

Delegates are required to hold the ITIL Foundation Certificate in IT Service Management or v2 to v3 bridge equivalent.

Objectives:

The purpose of the Service Design course is to obtain knowledge on ITIL concepts and terminology. The course looks at the activities required to Design services. It explains the 5 major elements of Service Design and how this can enhance the quality of IT service management within an organization. The course also aims to enable students to understand the concepts, processes, functions and activities involved in Service Design

The course aims to explain the roles and justify the need of Service Design in the Service Lifecycle while preparing delegates for the ITIL® Lifecycle examination in Service Design.

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Course Outline

Lessons
<ul style="list-style-type: none">■ The main principles and objectives of Service Design■ Challenges, Critical Success Factors and Risks■ Organizational issues concerned with Design■ The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems■ Technology considerations related to Service Design■ The activities commonly performed in the Service Design arena■ Assessing Critical Success Factors and Managing Risk in Service Design

The course also covers the managerial and supervisory aspects of the ITIL processes covered in the Service Design stage:

- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management