

ITIL® Service Lifecycle – Service Design

Duration: 3 days

Course Overview

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.

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.

Who should attend?

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.

Professional Qualifications

The course forms part of the ITIL® Intermediate qualification program. Comprehensive course documentation is provided. The examination will consist of a complex multiple choice, closed book paper, to be completed within 90 minutes (candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of

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a dictionary). The pass mark is 70% or more. Successful candidates will be awarded 3 credits towards the ITIL® Expert qualification.

Structure

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Topics covered include:

- 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