

ITIL Service Design

OVERVIEW

This course teaches the students how to plan, implement, and optimize service design processes consistent with ITIL best practices. By applying ITIL Service Design best practices, IT departments ensure that new services meet commitments related to the service quality and availability, customer satisfaction, and cost-effectiveness. The course prepares attendees for the ITIL Intermediate Qualification: Service Design Certificate, one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

AUDIENCE

- Chief Information Officers (CIOs), Chief Technology Officers (CTOs), managers, supervisory staff, team leaders, service designers.
- IT architects, IT planners, IT consultants, IT audit managers, IT security managers. trainers involved in the ongoing management, coordination, and integration of design activities
- ITSM within the service lifecycle.
- Individuals who require a detailed understanding of the ITIL Service Design stage of the ITIL Service Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- IT professionals working within, or about to enter a service design environment and requiring an understanding of the concepts, processes, functions, and activities involved.
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher-level ITIL Certifications.
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules.
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

PREREQUISITES

- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and Bridge qualifications).
- A basic IT literacy and around 2 years' IT experience are highly desirable.
- At least 21 contact hours [hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution], as part of a formal, approved training course/scheme.
- Complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Design publication in preparation for the examination.

COURSE OBJECTIVES

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to service design.
- 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.

Course Outline

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: Design Coordination, Service Catalogue Management, Service Level Management, Supplier Management, Capacity Management, Availability Management, IT Service Continuity Management, and Information Security Management.
- The flow of service design as it relates to the business and customer.
- The design aspects and how they are incorporated into the service design process. Service design technology-related activities
- Requirements engineering in the design process and utilizing the types of requirements as identified for any system: functional, management/operations, 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 cycle 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.

RECOMMENDED NEXT COURSES

Courses from the lifecycle or capability streams leading to the ITIL Expert Qualification.

PROFESSIONAL BENEFITS

The following credits are available for this course:

- 3 credits towards ITIL Expert Certification.
- 26 PDUs on business and strategy.

