

ITIL® Service Design Lifecycle

Certificate: ITIL® Service Design Lifecycle
Duration: 3 days
Course Delivery: (Virtual) Classroom, Exam, eBook

Course ID: ITL9336
Language: English
Credits: 3 Credits to ITIL expert
PMI® PDUs: 24

Course Description:

This 3-day course immerses learners 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.

Audience:

The Service Design Lifecycle course will be of interest to:

- Individuals who have their ITIL Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the Service Design stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization.
- IT professionals working in or new to a Service Design environment who require and understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of design activities within the Service Lifecycle.

Learning Objectives:

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Design principles, purpose and objective
- Understanding how all Service Design processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the Service Design processes
- The roles and responsibilities within Service Design and the activities and functions to achieve operational excellence

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- How to measure Service Design performance
- Understanding technology and implementation requirements in support of Service Design
- The challenges, critical success factors and risks related with Service Design

Course Organizational Logistics:

- A maximum of 18 people can attend this course with 1 instructor
- Classroom with U-shaped seating arrangement
- 2 break out rooms where available
- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 – 5:00 each day – the exam can be schedule from 3:30 – 5:00 on the last day

Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Course Material:

Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

Examination:

- Evidence of ITIL Foundation Certificate and completion of Service Design Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design book in preparation for the examination.
- The syllabus can be downloaded from:
<http://www.ital-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

Credits:

- Upon successful passing of the ITIL Service Design Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 24

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Agenda:

Day 1	Day 2	Day 3
1. Introduction & Introduction to SD	3. Service Design Processes	4. Service Design Technology Related Activities
2. Service Design Principles		5. Organizing for Service Design 6. Consideration of Technology
Lunch	Lunch	Lunch
2. Service Design Principles	3. Service Design Processes	7. Implementation and improvement of Service Design
3. Service Design Processes		8. Exam Preparation/Mock Exam
Homework (review of day's material)	Homework (review of day's material)	Exam

Ordering Options:

Description	Code
Service Design Lifecycle Course – Materials printed by ITpreneurs	ITL9336MPI
Service Design Lifecycle Course – Materials printed by partners	ITL9336MPP
Service Design Lifecycle – Online exam	ITL9336XO
Service Design Lifecycle – Paper exam	ITL9336XP
Service Design Lifecycle – Instructor	ITL9336I

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

Unit 1: Introduction to Service Design

- 1.1 Purposes and Objectives

- 1.2 Scope and Value to the Business

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- 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

Summary of Unit 1

Unit 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
- 2.9 Service-Oriented Architecture
- 2.10 Service Design Models
- 2.11 Group/Individual Exercise
- 2.12 Sample Test Question

Summary of Unit 2

Unit 3: Service Design Processes - Part 1

- 3.1 Design Coordination
 - 3.1.1 Purpose and Objectives

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- 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

Summary of Unit 3

Unit 4: Service Design Processes - Part 2

- 4.1 Capacity Management

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- 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

Summary of Unit 4

Unit 5: Service Design Processes - Part 3

- 5.1 IT Service Continuity Management
 - 5.1.1 Purpose and Objectives

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- 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
- Summary of Unit 5

Unit 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
- Summary of Unit 6

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Unit 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

Summary of Unit 7

Unit 8: Technology Considerations

8.1 Types of Tools Benefiting Service Design

8.2 Requirements for Service Management Tools

8.3 Sample Test Question

Summary of Unit 8

Unit 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

Summary of Unit 9

Unit 10 : Exam Preparation Guide

10.1 Mock Exam 1

10.2 Mock Exam 2

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