

ITIL® 2011 Service Design

Overview

The ITIL® SD (Service Design) course is part of the ITIL® Intermediate Lifecycle stream. The course prepares candidates to take the ITIL® Service Design Intermediate exam as well as providing valuable knowledge that can be implemented in the workplace.

Target Audience

This course is recommended for CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL® Service Design phase of the Lifecycle and the affected processes, functions and activities and their application.

Course Objectives

This qualification provides a complete management-level overview of Service Design including all its related activities. Candidates can expect to gain competencies in the following:

- 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, risks and critical success factors.

In addition, the training for this certification includes examination preparation, and a mock examination.

Course Outline

1 - Course Introduction

- Service Design -Introduction
- Purpose and objectives
- Scope of Service Design
- Service Design Processes
- Value to the Business
- Inputs and Outputs within the Service Lifecycle
- The Service design Package
- Service Acceptance Criteria
- The ITIL® Certification scheme
- The exam format

[Register Online](#)

Schedule

Class Length: 4 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"
ILT = "Instructor-Led-Training"

This course is not currently available on the public schedule. Please contact us using the information in the footer below to inquire about future dates or to schedule a private class.

2 - Principles

Service Design Principles and Service Composition
Importance and approach to a balanced design
Service Requirements, business requirements and drivers
Design activities and constraints
Principles and the five aspects of Service Design
The 5 Design aspects
Designing service solutions components
Designing management systems (Service Portfolio)
Designing measurement systems
Designing technology architectures
Designing processes
Service Oriented Architecture (SOA)
Service Design Models
Delivery models, Sourcing options
Design and development Options
Design and development Approaches

3 - Processes

Key links, Inputs and Outputs of Service Design
In-depth Design Coordination
Service Catalog Management
Service Level Management
Capacity Management
Availability Management
IT Service Continuity Management
Information Security Management
Supplier Management

4 - Technology Related Activities

Requirements Engineering
Documenting Requirements
Data and Information Management
Application Management

5 - Organizing for Service Design

Functions and Organizational structures
The RACI model
Roles and Activity Analysis
Roles and Responsibilities within Service Design

6 - Technology Considerations

Service Design Tools
Service Management tools
Tool evaluation criteria

7 - Implementation & Improvement

Service Design activities related to
BIA
SLR's
Risks
Six Stage Implementation Approach
CSF's and KPI's
Prerequisites for success
Risks

8 - Exam Preparation

Sample Exams
Feedback
Recap

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