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Learning Style: On Demand

Technology: ITIL®

Difficulty: Intermediate

Course Duration: 8 Hours

ITIL® Service Design (SD)



"If you enroll in this course, you will receive an Official Exam Voucher for the ITIL-SD Exam"

About this course:

In this advanced level certification course, students will be focused on the use of ITIL® processes and practice elements utilized within the Service Lifecycle context. The design process is vital to the continued improvement and development of services within the IT lifecycle. This course introduces participants to service catalogue, IT service availability and continuity. Students will also learn about service design technology as well as organization and implementation of service design. Good service design can improve the alignment of IT with the overall business and user needs and the certification will illustrate the importance of designing consistent service design practices in order to achieve this. This course also prepares the students for the [ITIL® Intermediate Module - Service Design exam](#)

The average salary for ITIL® certified IT professional is **\$96,000** per year.

Course Objective:

After completing this course, students will have a working understanding of:

- Reduce total cost of ownership (TCO)
- Improve quality of service
- Improve consistency of service
- Ease the implementation of new or changed services
- Improve service alignment
- Improve service performance
- Improve IT governance
- Improve effectiveness of service management and IT processes
- Improve information and decision-making
- Improve alignment with customer values and strategies

Audience:

This course is intended for:

- Who Wish to have a greater understanding of the ITIL® Service Design stage of the ITIL® Service Lifecycle and how activities in it may be implemented to enhance the quality of IT service management within an organization

Prerequisites:

- Candidates are required to have completed the ITIL® Foundation Certificate in IT Service Management
- Minimum of two years relevant IT experience.

Course Outline:

Introduction to service design

- The purpose, goals, objectives and scope of service design, the business

value of service design activities, the context of service design in the ITIL® service lifecycle and the inputs and outputs of service design including the service design package

Service design principles

- Service design principles and service composition
- The importance of, and approach to, balanced design and the requirements gathering for services
- Design activities, constraints and models, including the aspects of service design and the management of service design processes

Service design processes

- The managerial and supervisory aspects of the ITIL® processes covered in the service design stage, excluding the day-to-day operation of the processes (covered in the Planning, Protection and Control Capability module)

Managing people through service designs

- The management of technology related activities commonly performed in the service design stage, including requirements engineering related to data and information management, as well as application management

Organizing for service design

- Service design roles, responsibilities and capabilities and techniques for assigning roles

Technology considerations

- Technology considerations for service design including the types of tools that would benefit service design and requirements for service management tools

Implementing and improving service design

- Typical service design issues, prerequisites for success, and the six stage implementation approach
- Techniques including business impact analysis, service level requirements and risk assessment

Challenges, critical success factors and risk

- The challenges and risks facing service design and how critical success factors (CSFs) contribute to service design.