

## **ITIL® Service Design (ITIL®-SD)**

**Modality: Virtual Classroom**

**Duration: 3 Days**

***If you enroll in this course you will receive a **Free Official Exam Voucher** for the ITIL®-SD Exam, provided you submit your ITIL Foundation Certificate.***

### **About this course:**

The course and associated examination are free-standing but also part of the ITIL® intermediate lifecycle stream. It is one of the modules that leads to the ITIL® Expert Certificate in IT Service Management and carries a credit value of 3 points. Please Note: The associated ITIL® Certification Exam will only be administered on the last day of class, in the event that you are unable to take the exam on the last day of class you will be responsible for making arrangements to purchase and take the exam with an exam vendor in your area.

Though this course and the exam that comes with is free-standing it is also a part of the ITIL® intermediate lifecycle stream. It is part of the modules that are intended to direct you towards the ITIL® expert certificate in the it service management since it carries a credit score of 3 points. You should be aware that the exam will only be conducted during the last day of the class, and if you are not able to sit for the examination on the given date you will have to purchase the exam at a later date and then make arrangements with the exam vendor in your area to sit for it.

The qualification is based on a 90 minute closed-book examination of 8 complex, scenario based multiple choice questions. Typically, the examination is taken at the end of the course. Successful delegates will be awarded the ITIL® Intermediate Qualification: Service Design Certificate.

The exam lasts 90 minutes, is closed book, and consists of 8 scenario based complex multiple choice questions. Delegates who are successful in appearing for the exam, at the end of the course, will be awarded ITIL® Intermediate Qualification: Service Design Certificate.

The qualification is free standing, but also counts as 3 credits towards the ITIL® Expert Certification.

Though the qualification is standalone you can also use the 3 credit points that come with it to further your cause in the pursuit of ITIL® Expert Certification.

The course is delivered in accordance with an accredited course syllabus and certification process. It combines tutorials, practical exercises and examination practice, reinforced through the trainers' proven implementation track record.

The course will be administered according to the devised certification process and course syllabus. You will go through a combination of practical exercises, tutorials, and examination practices that are taught in the essence of trainers' success guaranteeing implementation methods.

### **Course Objectives:**

- Introduction to service design
- Service design principles
- Service design processes
- Service design technology related activities
- Organizing for service design
- Technology considerations
- Implementing and improving service design
- Challenges, critical success factors and risks

## **Audience:**

- 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
- This course is perfect for those individuals who wish to understand the ITIL® service design section of the ITIL® service lifecycle better and want to also perfect the method of its implementation to be able to enhance the standards of the IT service that is being provided throughout the 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
- IT experts who are about to enter or have entered an enterprise that specializes in the service design and require a better comprehension of the processes, concepts, activities and functions involved.
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- This course is best for individuals who have achieved the ITIL® Foundation Certification in the IT Service Management course and now wish to move on to the next level of the ITIL® certifications.
- Individuals seeking the ITIL® Expert Certification 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.

- This course is ideal for individuals who are looking to progress towards the ITIL® Master Certificate in the field of IT Service Management, and for this the ITIL® Expert is a prerequisite.

## **Prerequisites:**

- Hold the ITIL® Foundation Certificate in IT Service Management (or equivalent) which must be presented as documentary evidence to gain admission
- Attend an accredited training course
- In addition, it is desirable that students have a basic IT literacy and around 2 years IT experience and it is recommended that students complete at least 21 hours of personal study by reviewing the syllabus and the ITIL® Service Design publication in preparation for the examination.
- It is recommended that the students have a basic understanding of IT and also possess two years of IT experience under their belt. The students should complete at least 21 hours of self-study through reviewal of the ITIL® Service Design publication and also the syllabus, when preparing for the exams.

## **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