ITIL® 2011 Service Design

Quint ACADEMY

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Duration
4 days

Course Delivery
Classroom or virtual

Languages
English, French, Italian, Portuguese

Target Audience
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

Pre requisites
An ITIL® Foundation certificate is required and preferably two years of work experience in an IT Service Management environment.

About the Examination
Exam Format: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/Closed Book: Closed Book

Certificate
ITIL® Service Design

Credits
Upon successfully achieving the ITIL® Service Design certificate, students earn 3 credits in the ITIL® qualification scheme.

Upon successfully achieving the ITIL Service Design certificate, the student will be recognized with 28 Professional Development Units (PDU'S).

Reference Materials
The ITIL® Service design book is preferred reading. (ISBN: 9780113313051).

Course Description

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The primary focus is the Lifecycle itself as well as the processes and practice elements used within it.

- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

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. The Service Design Certificate is a free-standing qualification but is 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 (ITSM). The purpose of this module, exam and certificate is, to impart, test, and validate the knowledge on industry practices in IT Service Management as documented in the ITIL® Service Design publication.

Course and Learning 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.

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ITIL®
TRAINING ORGANIZATION ACCREDITED BY
APMG International ON BEHALF OF AXELOS

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Empowering Professionals

Quint Academy is one of the world's largest IT training organizations. Worldwide, over 30,000 professionals choose Quint Academy every year. Since 1992, we have been successfully responding to the IT training needs of these professionals.

The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

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Course Approach

This lifecycle stage focuses on organizing and maintaining the day-to-day Service Design. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Intermediate Service Design certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Course Student Material

Students will receive an ITIL® Service Design classroom workbook containing all of the

Concepts Covered

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

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 AND 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