

## ITIL V3 Service Design Certification Training

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### Course Summary

#### Description

This Service Design (SD) course provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within a Service Design environment and require a deeper understanding of the underlying concepts, processes and activities involved and associated management responsibilities and how they may be used to enhance overall service quality and service provision. The Service Design course focuses on the managerial and control aspects of the operational environment. This course has a number of study units and supporting exercises that reinforce the knowledge gained.

#### Objectives

By the end of this course, students will be able to:

- Discuss the Service Lifecycle and Service Management as a Practice: Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate “service” and be able to explain the concept of Service Management as a practice
- Describe basic Service Design Principles: Understand the common principles and guidelines that will influence the performance of SD processes, including service requirements, business requirements and drivers; requirement types and their management techniques; the principles and the five aspects of service design; business service management and service-oriented architectures; service design models
- Review Service Design Processes: Understand the managerial and supervisory aspects of the SD processes. Other areas of discussion include the roles and responsibilities (and their relationship to other Service Management processes, challenges, critical success factors and risks within each of the processes. The processes include:
  - Design Coordination
  - Service Catalog Management
  - Service Level Management
  - Availability Management
  - Capacity Management
  - IT Service Continuity Management
  - Information Security Management
  - Supplier Management
  - Explore Technology and Implementation Considerations: Understand the role of technology to Service Design and explore concepts that have great impact on SD process implementation and service design activities

#### Topics

- Course Introduction
- Exam Tips
- Service Management as a Practice Part 1
- Service Management as a Practice Part 2
- Exercise: ITSM and Failure
- Service Design Principles Part 1
- Design Aspects Part 1
- Design Aspects Part 2
- Design Aspects Part 3
- Design Coordination (DC)
- Service Catalog Management (SCatM) Part 1
- Service Catalog Management (SCatM) Part 2

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### Course Summary (cont.)

- Service Level Management (SLM) Part 1
- Service Level Management (SLM) Part 2
- Availability Management (AM) Part 1
- Availability Management (AM) Part 2
- Capacity Management (CapM) Part 1
- Capacity Management (CapM) Part 2
- IT Service Continuity Management (ITSCM) Part 1
- Module 19: IT Service Continuity Management (ITSCM) Part 2
- Information Security Management (ISM) Part 1
- Information Security Management (ISM) Part 2
- Supplier Management (SuppM)
- Implementing Service Design
- Requirements Engineering
- Data, Information & Application Management
- Service Management Technology

### Audience

The course is intended for those who work within a Service Design environment and require a deeper understanding of the underlying concepts, processes and activities involved and associated management responsibilities and how they may be used to enhance overall service quality and service provision.

### Prerequisite

ITIL Foundations training is required prior to taking this course and it is highly recommended that all ITIL Intermediate Candidates have 2 to 4 years of Service Management Experience. If you plan on taking the ITIL 2011: Service Design certification exam, then you must have taken and passed the ITIL Foundations exam (or v2, v3 or 2011 equivalent) and present the certificate to the testing organization in order to sit for this exam.

Before attending training for the certification, it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, the ITIL Service Design publications.

### Duration

Six hours and fifty minutes.

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### Course Outline

- I. Course Introduction**
- II. Exam Tips**
- III. Service Management as a Practice Part 1**
  - A. Topic One: Components of the Service Lifecycle
  - B. Topic Two: What is a Service?
  - C. Topic Three: What Comprises Value?
  - D. Topic Four: What is Service Management?
  - E. A Process
  - F. A Function
  - G. Generic Roles
- IV. Service Management as a Practice Part 2**
  - A. Purpose and Objectives of Service Design
  - B. Scope of Service Design
  - C. Generic SD Roles
  - D. Service Design – Value to the Business
  - E. SD Inputs and Outputs
  - F. SD Challenges, Critical Success Factors, and Risks
  - G. Key Concepts for Service Design
- V. Exercise: ITSM and Failure**
- VI. Service Design Principles Part 1**
  - A. Overview
  - B. Balanced Design
  - C. Service & Business Requirements
  - D. Design Activities & Constraints
- VII. Design Aspects Part 1**
  - A. The 5 Aspects of Service Design
  - B. Designing Service Solutions
  - C. Designing the Management Information Systems
  - D. Designing the Technology and Architecture
- VIII. Design Aspects Part 2**
  - A. Designing Processes
  - B. RACI Diagram
  - C. Designing Measurement Systems and Metrics
- IX. Design Aspects Part 3**
  - A. Service Oriented Architecture (SOA)
  - B. Service Design Models
  - C. Exercise: Designing Service Acceptance Criteria
- X. Design Coordination (DC)**
  - A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
  - D. Process Overview
  - E. Roles
  - F. Triggers, Inputs/Outputs, Interfaces
  - G. Metrics
- XI. Service Catalog Management (SCatM) Part 1**
  - A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
- XII. Service Catalog Management (SCatM) Part 2**
  - A. Process Overview
  - B. Roles
  - C. Triggers, Inputs/Outputs & Interfaces
  - D. Metrics
- XIII. Service Level Management (SLM) Part 1**
  - A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
- XIV. Service Level Management (SLM) Part 2**
  - A. Process Overview
  - B. Roles
  - C. Triggers, Inputs/Outputs & Interfaces
  - D. Metrics
  - E. Sample Service Catalog Entry
  - F. Sample SLA
  - G. Sample OLA

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### Course Outline (cont.)

- XV. Availability Management (AM) Part 1**
  - A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
  - D. Process Overview
- XVI. Availability Management (AM) Part 2**
  - A. Process Activities
  - B. Roles
  - C. Triggers, Inputs/Outputs & Interfaces
  - D. Metrics
- XVII. Capacity Management (CapM) Part 1**
  - A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
- XVIII. Capacity Management (CapM) Part 2**
  - A. Process Overview
  - B. Roles
  - C. Triggers, Inputs/Outputs & Interfaces
  - D. Metrics
- XIX. IT Service Continuity Management (ITSCM) Part 1**
  - A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
- XX. IT Service Continuity Management (ITSCM) Part 2**
  - A. Process Overview
  - B. Roles
  - C. Triggers, Inputs/Outputs & Interfaces
  - D. Metrics
- XXI. Information Security Management (ISM) Part 1**
  - A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
- XXII. Information Security Management (ISM) Part 2**
  - A. Process Overview
  - B. Roles
- C. Triggers, Inputs/Outputs & Interfaces**
- D. Metrics**
- XXIII. Supplier Management (SuppM)**
  - A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
  - D. Process Overview
  - E. Roles
  - F. Triggers, Inputs/Outputs & Interfaces
  - G. Metrics
  - H. Exercise: Supplier Management Process Flow
- XXIV. Implementing Service Design**
  - A. General Implementation Considerations
  - B. Implementation Framework
  - C. Measurement of Service Design
  - D. Prerequisites for Success (PFS)
- XXV. Requirements Engineering**
  - A. Requirement Types
  - B. Requirement Investigation
  - C. Documenting Requirements
  - D. Requirements Catalogue
- XXVI. Data, Information & Application Management**
  - A. Managing Data and Information
  - B. Application Management
  - C. Application Portfolio
  - D. Application Design
- XXVII. Service Management Technology**
  - A. Tools for Service Design
  - B. Service Management Technology
  - C. Tool Selection Process