



ITIL® Intermediate Service Design Class

Certificate: ITIL® Service Design Lifecycle

Duration: 3 days

Delivery: Classroom, Virtual Classroom

Accreditor: PEOPLECERT

Credits: 3 Credits to ITIL Expert

PMI® PDUs: 22

Course Description:

This 3 days course immerses participants in the overall concepts, processes, policies, and methods associated with the Service Design phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Design stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience:

- Capacity Manager, Availability Manager
- Service Level Manager
- Business Continuity Manager
- Service Portfolio Manager

Learning Objectives: At the end of this course, you will be able to:

At the end of this course, you will be able to:

- Comprehend the importance of the Service Management as a practice concept.
- Comprehend the importance of the principles, purpose, and objectives of Service Design.
- Learn how all processes in Service Design interact with other Service Lifecycle processes.
- Recognize the sub-processes, activities, methods, and functions used in each of the Service Design processes.
- Learn roles and responsibilities within Service Design and the activities and functions to achieve Service Design excellence.
- Recognize how to measure Service Design.
- Understand the technology and implementation considerations surrounding Service Design.
- Outline the challenges, Critical Success Factors (CSFs), and risks associated with Service Design

Prerequisites:

Participants need to attain the ITIL® Foundation certificate. In addition, around 2 years of IT experience is desirable.

Course Student Material: Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

About the Examination:

- Multiple choice: 4 answers worth 5, 3, 1, 0 marks.
- 8 scenario based questions
- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book

Course Agenda:

Day1	Day2	Day3
Course Introduction	Service Design Processes - Part 1 (Contd.)	Service Design Technology-Related Activities
Introduction to Service Design	Service Design Processes - Part 2	Organizing for Service Design
Service Design Principles	Service Design Processes - Part 2 (Contd.)	Technology Considerations
Service Design Processes - Part 1	Service Design Processes - Part 3	Implementation and Improvement of Service Design
Homework	Homework	Exam Preparation Guide / Mock Exam
		Exam

Syllabus:

<http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>



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