

ITIL[®] Service Design

Course Outline



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Prerequisites: Must be ITIL Foundation Certified

The ITIL[®] Intermediate Qualification: Release, Control and Validation Certificate is a free-standing qualification, but is also part of the ITIL[®] Intermediate Lifecycle stream, and one of the modules that leads to the ITIL[®] Expert in IT Service Management Certificate. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service Management as documented in the ITIL[®] Service Design publication.

The ITIL Service Design certificate is the second phase in the IT Service Management lifecycle, which focuses on the design of the IT services, including all of the relevant aspects - architectures, processes and policies, and documentation. These will all need to be aligned to meet the needs of the business, both at this point in time, and in the future.

The Service Design qualification would suit candidates in the following IT professions or areas:

Capacity Manager

Availability Manager

Service Level Manager

Compliance Managers

Business Continuity Manager

Service Portfolio Manager

Organisational Benefits

By ensuring that the business and IT work together as a team, this will ensure that the design and delivery of a new or changed service meets the customer requirements that will deliver the performance improvements or increased profitability (depending on what the service change was aimed to address).

IT staff will be more aligned with the aims of the business as a whole, rather than just the technical aspects.

Individual Benefits

You will gain an understanding on how to ensure that the service is designed in the appropriate manner to meet all of the requirements (both business and IT), thereby improving the quality of the deliverables.

By enabling IT to be able to respond quickly and effectively to the needs of the business, will generate increased team functionality . increased enjoyment of delivering what was required, on time. By having a better understanding of the best-practice framework, it will enable you to identify areas for improvement back at the workplace, and allow you to develop your current role further, and help you do your job better.The reward being advancement within your company and a potential to increase your salary!

What Modules are covered?

SD01: Introduction

SD02: Service Design Principles

SD03: Defining services and market spaces

SD04: Conducting Strategic Assessments

SD05: Financial Management

SD06: Service Portfolio Management

SD07: Managing demand

SD08: Driving strategy through the Service Lifecycle

SD09: Understanding Critical Success Factors and risks

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