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Fact Sheet: ITIL® Service Design

Description:

The course immerses learners 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.

As with any of the Intermediate modules, it is recommended that candidates have exposure to basic concepts in IT and at least two years professional experience working in IT Service Management.

The Service Design qualification would suit candidates in the following IT professions or areas:
- Capacity Manager
- Availability Manager
- Service Level Manager
- Business Continuity Manager
- Service Portfolio Manager

Course Objectives:

This module provides a complete management -level overview of service design, including all its related activities. Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:
- 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, critical success factors and risks

- **Introduction to Service Design:**
    - The purpose and objectives of service Design
    - The scope of service design and ways that service design adds value to the business
    - The context of service design in relation to all other lifecycle stages

- **Service design principles:**

    - Design service solutions related to a customer's needs
    - Design and utilize the service portfolio to enhance business value
    - The measurement systems and metrics
    - Service design models to accommodate different service solution

- **Service Design Processes:**
    - The knowledge, interpretation and analysis of service design principles, techniques and relationships and their application to the design of effective service solutions

- **Service design technology-related activities:**
    - Requirements engineering in the design process and utilizing the three types of requirements as identified for any system; functional, management/operations and usability
    - The design of technical architectures for data and information management, and application management

- **Organizing for Service Design:**
    - How to design, implement and populate a RACI diagram for any process that is within the scope of IT service management
    - The service design roles and responsibilities, where and how they are used and how a service design organization would be structured to use these roles

- **Technology Considerations:**
    - Service design related service management tools, where and how they would be used.
    - The benefits and types of tools that support service design

- **Implementing and improving service design:**
    - The six-stage implementation/improvement cycle and how the activities in each stage of the cycle are applied
    - How business impact analysis, service level requirements and risk assessment can affect service design solutions

- **Challenges, critical success factors and risks:**
    - Be able to provide insight and guidance for service design challenges, risks and critical success factors

Target Audience:

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory Staff
- Team Leaders
- Service Designers
- IT architects, Planners
- IT Consultants
- IT audit , security managers
- ITSM trainers involved in the ongoing management, co-ordination and integration of operation activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL® Service Operation stage of the ITIL® Service Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- IT Professionals working within or about to enter a service operation environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level 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

Prerequisites:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution for this syllabus, as part of a formal, approved training course/scheme
- A basic IT literacy and around 2 years IT experience are highly desirable
- Hold the ITIL® Foundation Certificate in IT Service Management
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes)

It is also strongly recommended that candidates.

- Demonstrate familiarity with IT terminology and understand the context of availability, capacity, security, supplier, service level management and other related process
- Have some experience of working in a IT service management within a service provider environment.

Examination:

Type:	Multiple choices,8 questions, scenario based
Duration:	Maximum 90 minutes
Pass Score:	70% (28 out of 40)
Delivery:	PBT and CBT
Examination Body:	Exin	PeopleCert	TUV- SUD

Credit:

There is no specific training course to achieve ITIL® Expert level. Once you have met the following criteria you can apply for this certification:

- The Service Design module is worth three credits
- Candidates must have earned a minimum total of 17 credits from the Foundation and Intermediate modules.
- Once you have earned 17 credits from the Intermediate modules you must take and pass the Managing Across the Lifecycle module
- A total of 22 credits minimum must be achieved from ITIL® Intermediate Level or earlier ITIL® certifications
- The Managing Across the Lifecycle (MALC) module must then be taken and passed to achieve a total of 22 credits, which is the minimum required for ITIL Expert level.

For more details contact

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