ITIL® Service Lifecycle: Service Design

Duration: 3 Days   Course Code: LSD

Overview:

The course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Service Design and covers the management & control of the activities& techniques within the Service Design stage of the lifecycle but not the detail of each of the supporting processes (which are covered in detail in the capability courses).

Additionally the course looks at the concept of Service Design as a practice and at the interfaces between Service Design and the other stages of the ITIL Service Lifecycle. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

This course qualifies you for the following PMI® Professional Development Units (PDUs): **21 PMI PDUs**

Target Audience:

The course is suitable for individuals who require a deeper understanding of the Service Design stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate.

Objectives:

- Obtain knowledge on ITIL® concepts and terminology.

- Explainthe 5 major elements of Service Design and how this can enhance the quality of IT service management within an organisation.

- Enable students to understand the concepts, processes, functions and activities involved in Service Design

- Explain the roles and justify the need of Service Design in the Service Lifecycle.

- Prepare delegates for the ITIL® Lifecycle examination in Service Design.

Prerequisites:

Delegates are required to hold the ITIL® Foundation V3 (SMEV3) Certificate in IT Service Management or V2 to V3 bridge equivalent (ITIL® V3 Bridging Foundation (ILFBR)).Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Testing and Certification

- The course forms part of the ITIL® Intermediate qualification programme. The examination will consist of a complex multiple choice, closed book paper, to be completed within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of a dictionary.) The pass mark will be 65% or more. Exam to be charged separately

Content:

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

The course also covers the managerial and supervisory aspects of the ITIL® processes covered in the Service Design stage:

- Service Catalogue Management

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management

- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Design
- The five aspects of Service Design – design of the Service Solution, Systems, Technology Architecture, Processes and management systems
- Technology considerations related to Service Design
- The activities commonly performed in the Service Design arena
- Assessing Critical Success Factors and Managing Risk in Service Design
- Service Level Management
- Capacity Management
- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

- Availability Management
- Information Security Management
- Supplier Management
- IT Service Continuity Management

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

training@globalknowledge.ae

www.globalknowledge.ae

Global Knowledge, Dubai Knowledge Village, Block 2A,First Floor, Office F68, Dubai, UAE