# ITIL® Service Lifecycle: Service Design

**Duration: 3 Days    Course Code: LSD    Delivery Method: Virtual Learning**

## Overview:

The course builds on the principles covered as part of the ITIL Foundation course and is aligned to the 2011 syllabus. It focuses on the lifecycle aspects of Service Design. The course covers the management and control of the activities and techniques within the Service Design stage of the lifecycle but not the detail of each of the supporting processes. Lower level details of the processes from Service Design are mostly covered in the Service Offerings and Agreements and Planning, Protection and Optimisation capability courses. Additionally the course looks at the concept of Service Design principles and at the interfaces between Service Design and the other stages of the ITIL Service Lifecycle

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected.  Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

## Target Audience:

This course is primarily for IT Managers and Practitioners involved in the strategy, design, and implementation and on- goingsupport and delivery of business IT services and those interfacing with information systems who require an insight into Service Management best practice. This may include Business Analysts, Business Relationship Managers, Project and Programme staff.

## Objectives:

- Provides a complete management-level overview of service design, including all its related activities.

- Be prepared for the ITIL Service design examination

## Prerequisites:

- 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.
- Delegates are required to hold the ITIL Foundation V3 Certificate in IT Service Management or V2 to V3 bridge equivalent (ITIL V3 Foundation Bridge).

## Testing and Certification

- The Service design certificate in IT Service Management. The examination is a 90 minute paper with eight (8) multiple choice, scenario-based, gradient-scored questions normally taken at the end of the course. The pass mark is 28/40. The exam to be charged separately.
- Please note you must bring a copy of your ITIL Foundation exam certificate, this is required in order for you to take the exam associated with this course.
- On successful completion of the course and passing of the subsequent exam 3 number of credits will be awarded by the examining institute

Exam is includede in the course fee.

## Follow-on-Courses:

The following courses are recommended for further study:

- ITIL Complementary Courses - Analyst Series, Service Catalogue
- ITIL® v3 Lifecycle Courses
- ITIL® v3 Capability Courses

## Content:

### Introduction to Service design:

- The purpose, goals and objectives of service design
- The scope of service design
- The business value of service design activities
- The context of service design in the ITIL service lifecycle
- Service design inputs and outputs and the contents and use of the service design package and service acceptance criteria

### 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 solutions
- Service design processes
- The interaction of service design processes:
- The flow of service design as it relates to the business and customer
- The five design aspects and how they are incorporated into the service design process
- 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

### Organising 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 organizationwould 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

### Implementation and improvement of 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 sucess factors and risks
- Be able to provide insight and guidance for design challenges, risks and critical success factors

## Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

info@globalknowledge.ie

www.globalknowledge.com/en-ie/

Global Knowledge, 3rd Floor Jervis House, Millennium Walkway, Dublin 1