

## ITSM/ITIL Intermediate: Service Design Course Summary

### Description

The ITIL Intermediate Qualification: Service Design 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. 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 and design as documented in the ITIL Service Design publication.

### Objectives

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

- Manage and control all Service Design activities
- Manage and apply Service Design concepts, inputs, outputs and activities
- Knowledge of Service Design principles and management of Service Design processes
- Control and coordinate Service Design technology related activities
- Justify and control organizational and technological issues on Service Design
- Analyze, justify and select implementation approaches, challenges, critical success factors and risks

### Topics

- Introduction to Service Design
- Service Design Principles
- Service Design Processes
- Service Design technology related activities
- Organizing for Service Design
- Consideration of Technology
- Implementation and improvement of Service Design
- Summary, Exam Preparation and Directed Studies

### Audience

- The audience for the ITIL Intermediate Qualification: Service Design Certificate includes, but is not limited to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of design activities within the Service Lifecycle
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- The program covers the management and control of the activities and techniques within Service Design, but not the detail of each of the supporting processes.

### Prerequisites

Students wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

### Duration

Three days

## ITSM/ITIL Intermediate: Service Design Course Outline

### I. Introduction to Service Design

- A. The concept of Service Management as a practice
- B. The concept of Service, its value proposition and composition
- C. The concepts of Function, Process and Role
- D. The purpose, goals and objectives of Service Design
- E. The scope of Service Design
- F. The business value
- G. The contents and use of the Service Design Package
- H. The contents and use of Service Acceptance Criteria

### II. Service Design Principles

- A. Service Design principles and service composition
- B. The importance and approach to balanced design
- C. Service requirements, business requirements and drivers
- D. Design activities and constraints
- E. The principles and the five aspects of Service Design to the management of Service Design processes
- F. Designing service solutions
- G. Designing supporting systems, especially the Service Portfolio
- H. Designing technology architectures
- I. Designing processes
- J. Designing measurement systems and metrics
- K. Business Service Management (BSM) and Service Oriented Architecture (SOA) principles
- L. Service Design models

### III. Service Design Processes

- A. The activities and techniques, but not the detailed process steps, for the following processes
- B. Service Catalogue Management
- C. Service Level Management
- D. Capacity Management
- E. Availability Management
- F. IT Service Continuity Management
- G. Information Security Management

### H. Supplier Management

- I. The principles and the five aspects of Service Design (to the management of Service Design processes)

### IV. Service Design technology related activities

- A. Requirement types and manage activities and techniques within Requirements Engineering
- B. The activities and techniques within Data and Information Management activities and techniques associated with Application Management

### V. Organizing for Service Design

- A. Functional roles analysis and RACI
- B. The roles and responsibilities within Service Design

### VI. Consideration of Technology

- A. The types of tools that would benefit Service Design
- B. Requirements for Service Management tools

### VII. Implementation and Improvement of Service Design

- A. Business Impact Analysis, Service Level Requirements and risks
- B. The six-stage implementation approach
- C. Measurements through Critical Success Factors and Key Performance Indicators
- D. Prerequisites for success and risks affecting Service Design activities and processes

### VIII. Summary, Exam Preparation and Directed Studies

- A. This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination.
- B. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions.
- C. The standard duration of the exam is Maximum 90 minutes.

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