ITIL® v3 Blended Service Design

Course Summary

Description

This ITIL v3 Service Design Course immerses participants 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.

Participants benefit from an optimal mix of learning methods that provides them with the most effective way to build their ITIL knowledge with respect to Service Design and learn to apply this knowledge in real life. Participants can complete e-learning modules in their own time to build the right level of knowledge before participating in interactive classroom or virtual classroom sessions to apply this knowledge in practice.

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

- Understand Service Management as a Practice and Service Design principles, purpose and objective
- Understand how all Service Design processes interact with other Service Lifecycle processes
- Understand the sub-processes, activities, methods and functions used in each of the Service Design processes
- Understand the roles and responsibilities within Service Design and the activities and functions to achieve operational excellence
- Measure Service Design performance
- Understand technology and implementation requirements in support of Service Design
- Understand the challenges, critical success factors and risks related with Service Design

Audience

The Service Design Lifecycle course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to purse the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the ITIL Service Design stage of the ITIL Service Lifecycle and how activities in it may be implemented to enhance the quality of IT service management within an organization
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.
- IT professionals working within or about to enter a Service Design environment and requiring an understanding of the concepts, processes, functions and activities involved.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of design activities within the Service Lifecycle.

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically

ITIL® v3 Blended Service Design

Course Summary (cont'd)

Prerequisites

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification, in particular the Service Design publication.
- It is recommended that participants should complete at least 21 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular the Service Design publication in preparation for the examination.

Duration

One and ½ days (virtual) classroom 8 hours self-paced e-learning

Credit

- Upon successful passing of the ITIL v3 Service Design Lifecycle exam, the participant will be recognized with 3 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 21

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically