



Transforming The Way People Learn

ITIL® Service Design (ITIL3SD) 2011 Edition



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT Service Management in the world. ITIL® is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

This course will help organisations to improve the quality of their IT Service Management. It will increase the understanding of ITIL® principles and terminology and the concepts, processes, functions and activities of Service Design. It also provides a detailed overview of the key elements of Service Design and provides the opportunity to sit the ITIL® Lifecycle examination in Service Design.

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 Certificate.

Course Content

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- Introduction to Service Design
- Service Design Principles
- Service Design processes – Will look at Design Coordination, Service Catalogue Management, Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management, Information Security Management – the warranty processes and Supplier Management (Excluded are detailed knowledge of process activities, methods and techniques)
- Service Design technology-related activities
- Organising for Service Design
- Technology considerations
- Implementation and improvement of Service Design
- Challenges, Critical success factors and Risks

Duration

This is an intensive three day course which includes the ITIL® Service Design examination which takes place on the final day.

Pre-Requisites

Candidates must already hold one of the following:

- ITIL® Foundation certificate in IT Service Management
- ITIL® V2 Foundation plus the Foundation Bridge Certificate
- ITIL® Expert certificate in IT Service Management (achieved via Service manager or Practitioner bridging routes)

Accreditation

- Multiple-choice
- 90 minute duration
- 8 scenario-based, gradient scored questions
- 70% required to pass
- Closed-book
- This course provides 3 credits towards the ITIL® Expert Qualification in IT Service Management.



Target Audience

- Individuals who require an in depth understanding of the ITIL® Service Design stage of the ITIL® Service Lifecycle and how it may be implemented to enhance the quality of IT Service provision within an organisation
- IT Professionals working within, or about to enter a Service Design environment and requiring an understanding of the concepts, processes, functions and activities involved

Scheduled Dates and Prices

See our latest public schedule for dates, venues and prices. Visit us at www.ilxgroup.com

Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **+44 (0)1270 611600** or email training@ilxgroup.com for further assistance.

For further information contact:

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