VANTAGEPOINT
I.T. TRAINING & CONSULTING
Technology Innovation Centre (UTECH), 237 Old Hope Road, Kingston 6, Jamaica W.I.
Tel: 876-970-0197, Fax: 927-1925, Email: info@vantagepointitc.com Website: www.vantagepointitc.com

ITIL® Service Design

Duration: 4 days

Course Description:

ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The Service Lifecycle stream focuses on ITIL practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the process and practice elements used within it.

The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is the on the process activities, execution and use throughout the Service Lifecycle.

The ITIL® SD (Service Design) course is part of the ITIL® Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® Service Design intermediate exam as well as providing valuable knowledge that can be implemented in the workplace.

Course and Learning Objectives:

At the end of this course, you will learn:

- Service Design principles and service composition
- Activities and techniques within Requirements Engineering
- Functional roles analysis and use of the RACI matrix
- The types of tools that would benefit Service Design
- Activities and techniques associated with Application Management
- Designing supporting systems, especially the Service Portfolio
- Business Service Management (BSM) and Service Oriented Architecture (SOA) principles

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Course Approach:

Participants will learn the principles and core elements along with the activities and technology & implementation considerations within the Service Design stage of the Service Lifecycle. This lifecycle stage focuses on enabling Service Delivery by designing services in-line with the Service Strategy.

An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL Intermediate Service Design certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Practical assignments are used throughout the course to enhance the learning experience.

Prerequisites:

An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment.

Credits:

Upon successfully achieving the ITIL Service Design certificate, students earn 3 credits in the ITIL® qualification scheme.

Project Management Institute - Professional Development Units (PDUs) = 28

Target Audience:

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL Service Design phase of the Lifecycle and the affected processes, functions and activities and their application

Course Student Material:

Students will receive an ITIL Service Design classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

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Concepts Covered:

COURSE INTRODUCTION

- The concept of Service Management as a practice
- The concept of Service, its value proposition and composition
- The concepts of Function, Process and Role The purpose, goals and objectives of Service Design
- The scope of Service Design
- Business value
- The contents and use of the Service Design Package
- The contents and use of Service Acceptance Criteria

PRINCIPLES

- Service Design principles and service composition
- The importance and approach to balanced design
- Service requirements, business requirements and drivers
- Design activities and constraints
- The principles and the five aspects of Service Design:
- Design aspects
- Designing service solutions
- Designing supporting systems, especially the Service Portfolio
- Designing technology architectures
- Designing processes
- Designing measurement systems and metrics
- Business Service Management (BSM) and Service Oriented Architecture (SOA) principles
- Service Design models

PROCESSES

- The activities and techniques, but not the detailed process steps, for the following processes:
- Service Catalog Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management

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- Supplier Management
- Design Coordination
- The five aspects of Service Design as they relate to the management of Service Design processes

TECHNOLOGY RELATED ACTIVITIES

- Activities and techniques within Requirements Engineering
- Activities and techniques within Data and Information Management
- Activities and techniques associated with Application Management

ORGANIZING FOR SERVICE DESIGN

- Functional roles analysis and use of the RACI matrix
- The roles and responsibilities within Service Design

TECHNOLOGY CONSIDERATIONS

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

IMPLEMENTATION AND IMPROVEMENT

- The Service Design issues relating to:
- Business Impact Analysis
- Service Level Requirements Risks
- The six-stage implementation approach
- Measurements through Critical Success Factors and Key Performance Indicators
- Prerequisites for success and risks affecting Service Design activities and processes

EXAM PREPARATION

- Sample Exams