ITIL® V3 Service Design Certification Program
3 Days

Program Overview

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.

Duration

This program is offered over a 3-day period and includes approximately 21 hours of student-instructor interaction; a 1.5 hours formal certification exam on the afternoon of the third day, or the following week.

The course approach combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 12.

Delivery Methods

- Instructor led Classroom based
- Virtual Web based

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. This program may also be of interest to:
    - Individuals who require a detailed understanding of the ITIL® Service Design phase of the ITIL® core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization

- IT professionals working within or about to enter a Service Design environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite

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- ➔ The exam is scheduled one week to maximum two weeks after the training to allow sufficient time for preparation.
- ➔ Course participants purchase the appropriate OGC publication to complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance.

Prerequisites

Candidates 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.

Additionally, to be eligible for the ITIL® Intermediate: Service Design Qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL® Best Practice lifecycle approach and through various exercises, assignments and discussions, participants can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Management and control of all Service Design activities
- Management and application of Service Design concepts, inputs, outputs and activities
- Knowledge of Service Design principles and management of Service Design processes

- Control and coordination of Service Design technology related activities
- Justification and control of the organizational and technological issues on Service Design
- Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks

The program will cover the following modules:

Introduction to Service Design

This unit introduces the candidate to the concepts and terminology in the field of Service Design. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand and describe:

- 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
- the business value
- the contents and use of the Service Design Package
- the contents and use of Service Acceptance Criteria

Service Design Principles

This unit covers Service Design principles. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- 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 to the management of Service Design processes
- 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

Service Design Processes

This unit covers the managerial and supervisory aspects of the ITIL® processes covered in the Service Design stage, (but excludes the day to day operation of the processes which is covered in the corresponding Capability Modules). To meet the learning outcomes and examination

level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide, or analyze:

- the activities and techniques, but not the detailed process steps, for the following processes
    - Service Catalogue Management
    - Service Level Management
    - Capacity Management
    - Availability Management
    - IT Service Continuity Management
    - Information Security Management
    - Supplier Management
- the principles and the five aspects of Service Design (to the management of Service Design processes)

Service Design technology related activities

This unit covers the management of technology related activities commonly performed in the Service Design stage. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- requirement types and manage activities and techniques within Requirements Engineering
- the activities and techniques within Data and Information Management activities and techniques associated with Application Management

Organizing for Service Design

This unit covers the managerial and supervisory aspects associated with the Service Design roles, responsibilities and capabilities. It enables candidates to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- functional roles analysis and RACI
- the roles and responsibilities within Service Design

Consideration of Technology

This unit covers technology considerations for Service Design. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the types of tools that would benefit Service Design
- requirements for Service Management tools

Implementation and improvement of Service Design

This unit covers the implementation and improvement of Service Design in an organization. It will enable to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze the Service Design issues relating to:

- Business Impact Analysis, Service Level Requirements and 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

Summary, Exam Preparation and Directed Studies

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. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

Program Material

This training program includes the following as reference documentation:

- Program slide presentation
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

Simulation and practical application

- We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.