



ITIL Service Design:

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the service design phase of the service lifecycle. You will cover management and control of the activities and techniques within the service design stage, not the detail of each of the supporting processes. Through lecture, exercises, and scenario-based questions, you will learn the core disciplines of the ITIL best practices.

This course positions you to successfully complete the associated exam, which is offered on the last day of class at 3:00 pm for classroom students. Virtual students will receive a voucher for a webcam proctored exam which they can schedule at their convenience.

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

WHAT YOU'LL LEARN

- Service management as a practice and service design principles, purpose, and objective
- How all service design processes interact with other service lifecycle processes
- The sub-processes, activities, methods, and functions used in each of the service design processes
- Roles and responsibilities within service design and the activities and functions to achieve operational excellence
- How to measure service design performance
- Technology and implementation requirements in support of service design
- Challenges, key performance indicators (KPIs), critical success factors (CSFs), and risks related with service design

OUTLINE

1. Introduction to Service Design

- Key Service Management Concepts
- Purpose, Goals, and Objectives of Service Design
- Scope of Service Design
- Service Design Processes Supporting the Service Lifecycle
- Value of Service Design
- Service Design Fundamentals
- Processes within Service Design
- Service Design Inputs and Outputs



2. Service Design Principles

- Holistic Design, Service Composition, and the Four Ps of Service Design
- Five Major Aspects of Service Design
- Importance of Taking a Balanced Approach to Service Design
- Service Requirements, Business Requirements, and Drivers
- Design Activities and their Constraints
- Service-Oriented Architecture Principles
- Service Design Models

3. Design Coordination Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

4. Service Catalogue Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Service Catalogue Management Roles

5. Service Level Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs

- Challenges and Risks
- Key Service Level Management Roles

6. Supplier Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Supplier Management Roles

7. Availability Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Availability Management Roles

8. Capacity Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Capacity Management Roles

9. IT Service Continuity Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts



InspiringWays

Training

- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key IT Service Continuity Management Roles

10. Information Security Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Information Security Management Roles

11. Organizing for Service Design

- Functional Role Analysis
- Using the RACI Matrix in Process Design
- Functions within Service Design
- Business Impact Analysis

12. Technology and Implementation Consideration

- Good Practices for Process Implementation
- Generic Requirements for Technology to Assist Service Design
- Applying Evaluation Criteria for Technology and Processes
- Planning and Implementing Service Management Technologies

13. Challenges, Risks, and CSFs of Service Design

14. Exam Preparation/Mock Exam

15. Exam

WHO SHOULD ATTEND

- IT operations, technical, or IT management personnel requiring more information about ITIL best practices
- Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT