

ITIL Service Design

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL Lifecycle Module in Service Design is a stand-alone module but also part of the ITIL Intermediate Lifecycle stream. It is also one of the modules that leads to the ITIL Expert in IT Service Management.

Benefits to the individual

- Recognised professional qualification
- Understand the application of ITIL guidelines and frameworks that contribute to industry best practice within the service design area
- Helps individuals to improve the quality of IT service management within an organisation
- Pre-requisite module for ITIL Expert certification in IT Service Management

Benefits to the business

- The adoption of proven best practice processes results in improved IT services and increased productivity throughout the business
- Improved customer satisfaction and less down time through quicker fixes
- Better process management leads to increased efficiency and reduced costs
- The framework is flexible, scalable, and systematic and can be used within different organisations irrespective of size or industry

Audience

CIOs & CTOs
Designers, architects & planners
IT consultants, IT audit & security managers
Those who require a deeper understanding of the Service Design stage of the ITIL Service Lifecycle & how its activities can be implemented to improve the quality of IT service management within an organisation

Course duration

Three days (the exam is normally taken during the afternoon of the third day).

Pre-requisites

Delegates must have passed ITIL Foundation Certificate in IT Service Management in order to attend ITIL Service Design. It is highly recommended that delegates read the ITIL Service Design pre-course reading before the course. Delegates will need to undertake at least 21 hours of self-study reviewing the syllabus & course materials to prepare for the exam.



Course outline

The objectives of the ITIL Service Design course are:

- To understand of the concepts, processes, functions and activities of service design
- To appreciate how service design can be implemented to improve the quality of IT service management within an organisation

The course is conducted through interactive group study using practical examples and activities. Over the three day course, the following topics are covered.

Exam details

A 90 minute closed book exam is taken on day three of the course. It consists of 8 multiple choice, scenario-based, gradient scored questions. Each question will have 4 possible answer options – one is worth 5 marks, one is worth 3 marks, one is worth 1 mark and one is an incorrect answer worth no marks. The pass mark is 28/40 or 70%.

Course content

Introduction to service design

- The purpose, goals and objectives of service design
- The scope of service design
- The business value of service design activities
- The context of service design in the ITIL service lifecycle
- Service design inputs and outputs and the contents and use of the service design package and service acceptance criteria

Service design principles

- Design service solutions related to a customer's needs
- Design and utilise the service portfolio to enhance business value
- The measurement systems and metrics
- Service design models to accommodate different service solutions

Service design processes

- The interaction of service design processes
- The flow of service design as it relates to the business and customer
- The five design aspects and how they are incorporated into the service design process

Service design technology-related activities

- Requirements engineering in the design process and utilising the three types of requirements as identified for any system; functional, management/operations and usability
- The design of technical architectures for data and information management, and application management

Organising for service design

- How to design, implement and populate a RACI diagram for any process that is within the scope of IT service management
- The service design roles and responsibilities, where and how they are used and how a service design organisation would be structured to use these roles

Technology considerations

- Service design related service management tools, where and how they would be used
- The benefits and types of tools that support service design

Implementation and improvement of service design

- The six-stage implementation/improvement cycle and how the activities in each stage of the cycle are applied
- How business impact analysis, service level requirements and risk assessment can affect service

Challenges, critical success factors and risks

- Be able to provide insight and guidance for design challenges, risks and critical success factors