ITIL Service Design

The ITIL Intermediate Qualification

Service Design Certificate is not only a free-standing qualification, but also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert Certificate 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 as documented in the ITIL Service Design publication.

Course Objective

This qualification provides a complete management-level overview of service design, including all its related activities.

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

► Introduction to Service Design
► Service Design principles
► Service Design processes
► Service Design technology-related activities
► Organizing for Service Design
► Technology consideration
► Implementation and improvement of Service Design
► Challenges, Critical Success Factors and Risks

In addition, the training for this certification should include examination preparation, including a mock examination opportunity.

Participants

The main target group for the ITIL Intermediate qualification Service Operation Certificate includes, but is not restricted to:

► Chief Information Officers (CIOs)
► Chief Technology Officers (CTOs)
► Managers
► Supervisory Staff
► Team Leaders
► Service Designers
► IT Architects

► IT Planners
► IT Consultants
► IT Audit Managers
► IT Security Managers
► ITSM trainers involved in the ongoing management, co-ordination and integration of operation activities within the Service Lifecycle
► Individuals who require a detailed understanding of the ITIL Service Operation stage of the ITIL Service Lifecycle and how it may be implemented to enhance the quality if IT service provision within an organization
► IT professionals working within or about to enter a Service Operation environment and requiring an understanding of the concepts, processes, functions and activities involved

► Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advice to higher level ITIL Certifications
► Individuals seeking the ITIL Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
► Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite

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Prerequisites

To be eligible for the ITIL Intermediate qualification Service Operation examination, the candidate must have fulfilled 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.
► A basic IT literacy and around 2 years IT experience are highly desirable.

► Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications).

► It is also recommended that candidates should complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Operation publication in preparation for the examination, specifically *Chapter2: Service Management as a practice*.

Course Outline

Agenda

LEARNING UNIT 1: Introduction to Service Design

► Full understanding of Service Design terms and concepts
► The purpose 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
► Service acceptance criteria

LEARNING UNIT 2: Service Design Principles

► The knowledge, interpretation and analysis of design principles, techniques and relationships and their
   application to the design of effective service solutions
► Design service solution related to customer's needs
► Design and utilize the service portfolio to enhance business values
► The measurements systems and metrics
► Service Design models to accommodate different service solutions

LEARNING UNIT 3: Service Design Processes

► The knowledge, interpretation and analysis of Service Design principles
► Techniques and relationships and their application to the design of effective service solution
► 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

LEARNING UNIT 4: Service Design Technology related activities

► The acknowledge, interpretation and analysis of Service Design principles, techniques and relationship
   and their application to the design of effective service solutions
► Requirements engineering in the design process and utilizing the three types of requirements
   Easi dentified for any system; functional, management, and application management

LEARNING UNIT 5: Organizing for Service Design

► The knowledge, interpretation and analysis of service design principles, techniques and relationship
   and their application to the design of effective service solutions
► How to design, implement and populate a RACI diagram for any process that is within the scope of IT
   Service management
► The service design role and responsibilities, where and how they are used and how a service design
   organization would be structured to use these roles

LEARNING UNIT 6: Technology Consideration

►The knowledge, interpretation and analysis of service design principles, techniques and relationship and their application to the design of effective service solutions
► Service design related service management tools, where and how they would be used
► The benefits and types of tools that support service design

LEARNING UNIT 7: Implementation and Improvement of Service Design

► The knowledge, interpretation and analysis of service design principles, techniques and relationship and their application to the design of effective service solutions
► The six-stage implementation/ improvement cycle and how the activities in each stage of the cycle and applied
► How business impact analysis, service level requirements and risk assessment can affect service design solutions

LEARNING UNIT 8: Challenges, Risks and Critical Success Factor

► The knowledge, interpretation and analysis of service design principles, techniques and relationship and their application to the design of effective service solutions.
► Be able to provide insight and guidance for design challanges, risks and critical success factors.

Exam Details

►Type : Eight (8) Multiple Choice Questions
► Scenario based, gradient scored questions
► Each question will have 4 possible answer options, one of which is worth 5 marks, one is worth 3 marks, one is worth 1 mark and one is a distracter and achieves no marks
► Duration : 90 Minutes
► Prerequisite : ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
► Completion of an Accredited course from an ITIL Accredited Training Provider
► Supervised : Yes
► Open Book : No
► Pass Score : 28/40 or 70%