

ITIL® Intermediate: Service Design

1. Plan important activities of SD processes
2. Execute activities in SD and Improve quality of service delivery
3. Support Service Design
4. Manage processes and people during service transition
5. Evaluate SD processes with critical success factor and KPI's and
6. Prepare for ITIL® Service Design Exam

Measure SD using critical success factors and key performance indicators

Training includes

1. Introduction to SD terms
2. Understanding principles and processes in service transition
3. Understanding SLA requirements
4. Understanding difference between contracts and SLA
5. Service Design interfaces across the lifecycle
6. Exam preparation

Important Course Information

1. ITIL® Foundation certificate is eligibility for taking this course.
2. Reading the material prior to course will be additional benefit to participants.
3. Approximately 1 hour of home study each evening
4. Course tuition includes the ITIL® Intermediate Qualification: Service Transition Certification Exam, as well as overview maps that illustrate the ITIL® lifecycle stages, serving to reinforce key concepts and functioning as valuable reference tools

Who Should Attend?

This course is valuable for those who want to achieve the ITIL® Intermediate Qualification: Service Design Certificate. The ITIL® Foundation Certificate is required to attend this course and to take the ITIL® Intermediate Service Design exam on the final day.

ITIL® - Related Courses

1. ITIL® Foundation
2. ITIL® Intermediate Lifecycle
 - ITIL® Intermediate: Service Strategy
 - ITIL® Intermediate: Service Design
 - ITIL® Intermediate: Service Transition
 - ITIL® Intermediate: Service Operation
 - ITIL® Intermediate: Continual Service Improvement
3. ITIL® Intermediate Lifecycle
 - ITIL® Intermediate: Operational Support and Analysis
 - ITIL® Intermediate: Release, Control and Validation
 - ITIL® Intermediate: Planning, Protection and Optimization
 - ITIL® Intermediate: Service Offerings and Agreements
4. ITIL® Managing Across the Lifecycle Qualification (**ITIL® Expert**)

Training Hours

Days 1 - 2 Course Hours:	Day 3 Course Hours - Last Day:	Free Course Exam*:
9:00 a.m. - 5:30 p.m.	9:00 a.m. - 4:45 p.m.	3:15 p.m. - 4:45 p.m.
Two 15-minute breaks	Two 15-minute breaks	-
45-minute lunch	45-minute lunch	-