

Szkolenie: ITIL®  
ITIL® Service Design (SD)

FORMA SZKOLENIA	MATERIAŁY SZKOLENIOWE	CENA	CZAS TRWANIA
Stacjonarne	Tradycyjne	2100 PLN NETTO*	4 dni
Stacjonarne	Cyfrowe	2100 PLN NETTO*	4 dni
Stacjonarne	Tablet CTAB	2500 PLN NETTO*	4 dni
Metoda dlearning	Tradycyjne	2100 PLN NETTO*	4 dni
Metoda dlearning	Cyfrowe	2100 PLN NETTO*	4 dni
Metoda dlearning	Tablet CTAB	2500 PLN NETTO*	4 dni
<b>OPCJE DODATKOWE</b>			
Książka		425 PLN NETTO*	
Ebook		425 PLN NETTO*	
Egzamin podczas szkolenia		850 PLN NETTO*	
Egzamin online w domu		950 PLN NETTO*	

\* (+VAT zgodnie z obowiązującą stawką w dniu wystawienia faktury)

**LOKALIZACJE**

Kraków - ul. Tatarska 5, II piętro, godz. 9:00 - 16:00

Warszawa - ul. Bielska 17, godz. 9:00 - 16:00

**Cel szkolenia:**

**ITIL®** is comprised of five core publications: **Service Strategy (SS)**, **Service Design (SD)**, **Service Transition (ST)**, **Service Operations (SO)** and **Continual Service Improvement (CSI)**. It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The primary focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The **ITIL® SD (Service Design)** course is part of the ITIL® Intermediate Lifecycle stream. The course

prepares candidates to take the **ITIL® Service Design Intermediate exam** as well as providing valuable knowledge that can be implemented in the workplace. The **Service Design Certificate** is a free-standing qualification but is also part of the ITIL® Intermediate Lifecycle Stream. It is one of the modules that leads to the **ITIL® Expert Certificate in IT Service Management (ITSM)**. The purpose of this module, exam and certificate is, to impart, test, and validate the knowledge on industry practices in **IT Service Management** as documented in the **ITIL® Service Design** publication.

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:

- Introduction to Service Design
- Service Design principles
- Service Design Processes
- Service Design technology-related activities
- Organizing for Service Design
- Technology considerations
- Implementation and improvement of Service Design
- Challenges, risks and critical success factors.

In addition, the training for this certification includes examination preparation, and a mock examination.

This lifecycle stage focuses on organizing and maintaining the day-to-day Service Design. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the **ITIL® Intermediate Service Design certification exam** as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

## Plan szkolenia:

- COURSE INTRODUCTION
  - Service Design -Introduction
  - Purpose and objectives
  - Scope of Service Design
  - Service Design Processes
  - Value to the Business
  - Inputs and Outputs within the Service
  - The Service design Package

- Service Acceptance Criteria
- The ITIL® Certification scheme
- The exam format
- PRINCIPLES
  - Service Design Principles and Service
  - Importance and approach to a balanced design
  - Service Requirements, business requirements and drivers
  - Design activities and constraints
  - Principles and the five aspects of Service Design
  - The 5 Design aspects
  - Designing service solutions components
  - Designing management systems(Service Portfolio)
  - Designing measurement systems
  - Designing technology architectures
  - Designing processes
  - Service Oriented Architecture (SOA)
  - Service Design Models
  - Design and development Approaches
- PROCESSES
  - Service Design
  - In-depth Design Coordination
  - Service Catalog Management
  - Service Level Management
  - Capacity Management
  - Availability Management
  - IT Service Continuity Management
  - Information Security Management
  - Supplier Management
- TECHNOLOGY RELATED ACTIVITIES
  - Requirements Engineering
  - Documenting Requirements
  - Data and Information Management
  - Application Management
- ORGANIZING FOR SERVICE DESIGN
  - Functions and Organizational structures
  - The RACI model

- Roles and Activity Analysis
- Roles and Responsibilities within Service Design
- TECHNOLOGY CONSIDERATIONS
  - Service Design Tools
  - Service Management tools
  - Tool evaluation criteria
- IMPLEMENTATION AND IMPROVEMENT
  - Service Design activities related to
    - BIA,
    - SLR's
    - Risks
  - Six Stage Implementation Approach
  - CSF's and KPI's
  - Prerequisites for success
  - Risks
- EXAM PREPARATION
  - Sample Exams
  - Feedback
  - Recap

## Wymagania:

An **ITIL® Foundation certificat.**

## Poziom trudności



## Certyfikaty:

About the Exam: Multiple choice, scenariobased, gradient scored questions. Number of Questions: 8.  
Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes.  
Open/Closed Book: Closed Book.

## Prowadzący:

Authorized PEOPLECERT Trainer.

Informacje dodatkowe:

**ITIL® jest zarejestrowanym znakiem handlowym należącym do firmy AXELOS Limited i używanym za jej zgodą. Wszelkie prawa zastrzeżone.**

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