

Training: ITIL®
ITIL® Service Design (SD)

FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Hardcopy	550 EUR	4 days
Traditional	Digital materials	550 EUR	4 days
Traditional	CTAB Tablet	650 EUR	4 days
Distance learning	Hardcopy	550 EUR	4 days
Distance learning	Digital materials	550 EUR	4 days
Distance learning	CTAB Tablet	650 EUR	4 days

ADDITIONAL OPTIONS

Book	106 EUR
Ebook	106 EUR
Exam during the training	250 EUR
Online exam at home	240 EUR

LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

TRAINING GOALS:

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.

CONSPECT:

- 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

REQUIREMENTS:

An **ITIL® Foundation certificat.**

Difficulty level



CERTIFICATE:

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.

TRAINER:

Authorized PEOPLECERT Trainer.

ADDITIONAL INFORMATION:

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

The Swirl logo™ is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.