

# **ITIL® v3 Intermediate Certificate: Service Design**

## **What Will the Course Give Me?**

Our Service Design (SD) course provides you with an intense and focused exploration of the new and modified topics in ITIL® v3. The course is intended for those who work within a Service Design environment and require a deeper understanding of the underlying concepts, processes and activities involved and associated management responsibilities and how they may be used to enhance overall service quality and service provision.

## **What You Will Learn**

The Service Design course focuses on the managerial and control aspects of the operational environment. This course has a number of study units and supporting exercises that reinforce the knowledge gained.

- **The Service Lifecycle and Service Management as a Practice:** Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate “service” and be able to explain the concept of Service Management as a practice

- **Basic Service Design Principles:** Understand the common principles and guidelines that will influence the performance of SD processes, including service requirements, business requirements and drivers; requirement types and their management techniques; the principles and the five aspects of service design; business service management and service-oriented architectures; service design models

- **Service Design Processes:** Understand the managerial and supervisory aspects of the SD processes. Other areas of discussion include the roles and responsibilities, information management requirements, challenges, critical success factors and risks within each of the processes. The processes include:

- Service Catalog Management
- Service Level Management
- Capacity Management
- Supplier Management
- Availability Management
- Information Security Management
- IT Service Continuity Management

*Note: in-depth discussions around the daily activities of each process are found in the **Service Offerings & Agreements** (SOA) course*

- **Organizing Service Design:** Understand the role and the responsibilities of each of the activities and their input to all lifecycle phases

- **Explore Technology and Implementation Considerations:** Understand the role of technology to Service Design and explore concepts that have great impact on SD process implementation

## **Why You Should Attend This Course**

The concept of a service lifecycle is very much ingrained within Service Design so not only will this phase be explored; the relationship to the other phases and the criticality of „cross-communication“ between the phases is detailed and emphasized.

*The emphasis of this course is on the managerial and supervisory (control) aspects of the activities and techniques within the Service Design phase; in-depth discussions of process activities occur in the SOA and PPO courses. Realize there is significant overlap between Service Strategy, Service Design, SOA and PPO -- though all courses will 'count' toward the ITIL® Expert, it is **NOT** recommended that only these courses fulfill the required electives.*

### **Who Should Attend?**

The target audience for this course includes CIOs, CTOs, Managers, Supervisory Staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers and IT Security Managers.

### **Why Art of Change?**

Art of Change uses fully qualified and accredited instructors who also have in-depth practical experience with ITSM. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful implementation project. Art of Change is a globally accredited organization, via LCS and CSME to provide ITIL® education for the v2 and v3 certification schema.

### **Duration & Logistics**

This course runs 4 days and includes the 90-minute exam (8 multiple choice questions, scenario-based, gradient scored total 40 marks)). Please note the certification exam is conducted on the 4th morning and is the only activity that day. You must achieve 70% to receive your certification and pin.

Class size minimum is 6 students, maximum is 18 students.

This course meets the mandatory requirement of 21 contact hours with the instructor. Successful completion of this course and exam provides 3 credits towards the ITIL® Expert certification.

The official course syllabus can be found at the following link:

<http://www.iti1-officialsite.com/nmsruntime/saveasdialog.asp?IID=234&sID=256>

### **Prerequisites**

The candidate must hold (photocopy required) one of the following:

- V3 ITIL® Foundation Certificate
- V2 ITIL® Foundation Certificate and the V2-V3 Foundation Bridge Certificate

It is also strongly recommended that the candidate have 2-4 years of professional experience within Service Management as well as experience in at least one of the SD processes. Reading the course syllabus and ITIL® Service Lifecycle core publications, specifically the Official OGC publication *Service Design* volume (ISBN 9780113310470), prior to attending is quite beneficial. (21 hours of personal prep study is recommended).

### **Student Materials & Responsibilities**

Each candidate will receive full color course materials (lecture notes, in-course exercises and answers, homework, practice questions and practice exams). Materials are distributed on the first day of class. Candidates should plan study time each evening and are expected to participate in all course activities.