6210 Central Ave, Portage, IN. 46368 Phone: 219.764.3800 Fax: 219.764.3805 Web: http://www.ctclc.com

ITIL Service Design

With more than 1,500,000 certified professionals worldwide, ITIL® (IT Infrastructure Library®) is the most widely established approach to IT Service Management. It provides a set of best practices for identifying, planning, delivering and supporting IT services to businesses and can be applied to nearly all organizations. ITIL is fully compatible with ISO/IEC 20000, the first international service management standard for organizational certification and compliance.

Upon the successful completion of this course, candidates can expect to gain knowledge and understanding in the following areas:

- 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, critical success factors, and risks

This intermediate level qualification offers students the management-level concepts and core information about the activities and techniques within service design.

How you'll benefit

This class will help you:

- Learn the approach to IT Service Management
- Preparation for ITIL4 Practitioner exam

Why Attend with Current Technologies CLC

- Our Instructors are in the top 10%
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs Run up to Date Code for all our courses

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ITIL Service Design

Course Duration

3 day

Course Price

$2,895.00

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

Certification Exam

Objectives

Upon completing this course, the student will be able to meet these objectives:

- 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, critical success factors, and risks

Who Should Attend

The job roles best suited to the material in this course are:

- Everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.
- All IT Professionals
- IT Project Managers
- IT Managers
- IT Architects and Consultants

Perquisites

To fully benefit from this course, you should have the following knowledge:

- IT related work experience is recommended

Outline

Module 1: Introduction to Service Design

- Purpose, Goals, and Objectives of Service Design
- Scope of Service Design
- Business Value
- Context of Service Design in the ITIL Service Lifecycle
- Service Design Inputs and Outputs

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- Content and Use of Service Design Package
- Content and Use of Service Acceptance Criteria

Module 2: Service Design Principles

- Service Design Basics
- Service Design Goals
- Balanced Design
- Service Requirements, Business Requirements, and Drivers
- Design activities and their constraints
- Design aspects
- Service-Oriented Architecture
- Service Design Models

Module 3: Service Design Processes

- Introduction
- Design Coordination
- Service Catalog Management
- Service Level Management
- Availability Management

Module 4: Service Design Technology-Related Activities

- Requirements Engineering
- Management of Data and Information
- Application Management

Module 5: Organizing for Service Design

- Organizational Development
- Functions within service design
- Roles within service design
- Responsibility model-RACI
- Competence and Training

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Module 6: Technology Considerations

- The types of tools that would benefit service design
- Service design related service management tools
- Service management tools – Requirements for service management tools

Module 7: Implementation and Improvement of Service Design

- Business impact analysis
- Service level requirements
- Risks to the services and processes
- Implementing service design
- Measurement of service design

Module 8: Challenges, Critical Success Factors, and Risks

- Challenges
- Risks
- Critical Success Factors and Key Performance Indicators

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