ITIL® Intermediate Qualification: Service Design - 3 Days

Course 993 Overview

You Will Learn How To

- Prepare for and take the ITIL Intermediate Qualification: Service Design Certification Exam
- Define the goal, objectives and scope of service design
- Outline key activities for service design processes in the context of the service lifecycle
- Enhance the quality of IT service provision within an organization
- Measure service design processes using critical success factors and key performance indicators

Course Benefits

ITIL service design best practices enable IT departments to design services and govern practices, policies and procedures that facilitate the introduction of services into a live environment, thereby ensuring quality service delivery, customer satisfaction and cost-effective service provision. In this course, you learn how to plan, implement and optimize the service design processes and gain the skills required to take the ITIL Intermediate Qualification: Service Design Certification Exam.

Who Should Attend

This course is valuable for those who want to achieve the ITIL Intermediate Qualification: Service Design Certificate. The ITIL Foundation Certificate (or v2-v3 bridge equivalent), or the ITIL Expert Certificate achieved via a bridging route, is required to attend this course and take the ITIL Certification Exam on the final day.

Workshop Course

Workshops provide you with knowledge of the service design processes and include:

- Analyzing sourcing strategies
- Drafting a service level requirements document
- Considering capacity management interfaces to service design
- Capturing tacit knowledge when eliciting requirements

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Course 993 Outline

Introduction and Overview

- Purpose and goals
- Scope of service design
- Doing it right the first time
- Designing new and changed service
- How service design creates business value

Key Service Design Principles

Five aspects of service design

- Designing service solutions
- Designing supporting systems and the service portfolio
- Technology architectures, processes and design aspects
- Measurement, methods and metrics
- Service-oriented architecture principles

Holistic service design

- Design activities and their constraints
- The importance of balanced design
- Service requirements, business requirements and drivers

Four Ps of Design

- People
- Products
- Processes
- Partners

Service Design Processes

Service catalogue management

- Managing the service catalogue
- Providing a central source of information on IT services delivered to the business by the service provider
- Ensuring the business can view an accurate and consistent picture of IT services available, including details and status

Service level management

- Negotiating, agreeing and documenting appropriate IT service targets with the business
- Monitoring and producing reports on delivery against agreed level of service

Capacity management

- Matching capacity of IT to agreed business demands
- Capacity management: right resource, right time, right cost

Availability management

- Ensuring that availability targets are measured and achieved in a cost-effective manner
- Building availability into the design

IT service continuity management

- Maintaining ongoing recovery capability to match agreed needs, requirements and time scales
- Developing service continuity and recovery plans
- Aligning plans with business needs over time

Primary Activities of Service Design

Technology-related activities

- Requirements engineering: requirement types, activities and techniques
- Data and information management activities
- Techniques within application management
- Investigating service design requirements

Achieving balance betweendesign and existing strategies

- Ensuring inclusion of governance and security controls
- Assembling the service design package
- Producing, maintaining and revising all services, design processes and documents
- Liaising with other design and planning activities
- Aligning with corporate and IT strategies

Organizing Service Design

- Roles appropriate within service design and service design-focused processes
- Functional role analysis and the use of the RACI matrix
- Defining service design responsibilities
- Aligning information security with business security
- Managing suppliers to ensure quality and value for money

Service Design and Technology

- Technology considerations for service design
- The tools that benefit service design
- Requirements for service design

Implementation Challenges and Risks

- The six-stage implementation approach
- Measurements of service design
- Outlining the challenges and risks facing service design
- Establishing critical success factors and key performance indicators (KPIs)
- Developing risk-benefit analyses for adoption of service design

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