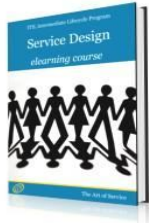


# Lifecycle Modules

## ITIL v3 Intermediate :Service Design eLearning course



ADVICE | SKILLS | KNOWLEDGE



### 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.

### Target Group

This course is valuable for those who want to achieve the ITIL Intermediate Qualification: Service Design Certificate.

This eLearning will provide you with knowledge of the Service Design processes and including:

- Establishing and justifying the constraints for different IT services
- Developing and presenting a high-level security policy
- Preparing and justifying a continuity approach for a set of services
- Creating a financial justification for the purchase and deployment of Service Design tools
- Producing a draft Service Level Agreement (SLA)
- Completing Business Impact Analysis and Risk Management

### Content

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

### Introduction and Overview

Key Service Design Principles

### Five aspects of Service Design

- New or changes service solutions
- Service management systems and tools
- Technology architectures and management systems
- Processes, roles and capabilities
- Measurement, methods and metrics

### Four Ps of Design

- People
- Products
- Processes
- Partners

## **Primary Activities of Service Design**

### **Analyzing business requirements**

- Collection, analyzing and engineering requirements
- Evaluating Service Design models
- Identifying solution alternatives reusing existing components
- Designing the appropriate solution
- Developing service acceptance criteria
- Evaluating total costs and agree expenditures

### **Achieving balance between design and existing strategies**

#### **Service Design Processes**

- Ensuring inclusion of governance and security controls
- Completing IT readiness assessment
- Aligning supplier and supporting agreements
- Assembling the Service Design Package (SDP)
- Producing, maintaining and revising all services, design processes and documents
- Liaison with other design and planning activities
- Aligning with corporate and IT strategies

#### **Service Catalog Management (SCM)**

- Managing the Service Catalog
- 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 (SLM)**

- 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

## **Service Design and Technology**

### **Technology-related activities**

- Requirements Engineering: requirement types, activities and techniques
- Data and Information Management activities
- Techniques within Application Management
- Investigating Service Design requirements
- Technology considerations for Service Design

### **Organizing Service Design**

- Roles appropriate within Service Design and Service Design-focused processes
- Defining Service Design responsibilities
- Aligning information security with business security
- Managing suppliers to ensure quality and value for money

### **Implementation Challenges and Risks**

- 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

### **Important Course Information**

- Pre-course reading required
- Start now with this eLearning course - flexible, accredited certified online ITIL eLearning.



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