COURSE AGENDA
ITIL® INTERMEDIATE SERVICE DESIGN (SD)

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LEARNING UNITS

1. Introduction to Service Design

Purpose, goals, objectives, scope and value of service design

The context of service design in the ITIL service lifecycle

Service design inputs & outputs and use of service design package

2. Service Design Principles

Holistic service design, service composition and the four Ps

The five aspects of service

The importance of and approach to balanced design

Service requirements, business requirements and drivers

Design activities and their constraints

The five aspects of service design
- Design aspects
- Designing service solutions
- Designing supporting systems, especially service portfolio
- Designing technology architecture
- Designing processes
- Designing measurement systems and metric

Service oriented architecture principles

Service design models

3. Service Design Processes

Purpose, goals, objectives, scope, value to business, policies, principles & basic concepts

Service design processes:

- Design Coordination
- Service Catalogue Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

4. Service Design technology related activities

SD activities and techniques within requirements engineering

SD activities and techniques within data and information management

SD activities and techniques associated with application management

5. Organizing for Service Design

Functional roles analysis and use of the RACI matrix

Functions within service design

The roles and responsibilities within service design

6. Technology considerations

Types of tools that would benefit service design

Requirements for service management tools

7. Implementation and improvement of Service Design

Service design issues relating to business impact analysis, service level requirements and risks

The six stage implementation approach

Measurements of service design, a prerequisite for success

8. Challenges, critical success factors and risks

Challenges and risks

Critical success factors and KPIs

9. Summary & directed studies

Review of key concepts

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Ref: AXELOS The ITIL Intermediate Qualification Service Design Certificate v5.2

For information on the course, visit: http://www.simplilearn.com/it-service-management/itil-intermediate-sd-training

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