



ITIL® V3 Intermediate Life Cycle-Service Design Course Outline **PDU=21**

Objectives

- Understanding Service Management as a Practice and Service Design principles, purpose and objective
- Understanding how all Service Design processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the Service Design processes
- The roles and responsibilities within Service Design and the activities and functions to achieve operational excellence
- How to measure Service Design performance
- Understanding technology and implementation requirements in support of Service Design
- The challenges, critical success factors and risks related with Service Design

Audience

- Individuals who have their ITIL® v3 Foundation Certificate (or the ITIL® v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the Service Design stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization.
- IT professionals working in or new to a Service Design environment who require and understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of design activities within the Service Lifecycle.

Prerequisites

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Course Description

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Design phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Design stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Duration

3 days (classroom)

Agenda

- Introduction to SD
- Service Design Principles



- Service Design Processes
- Service Design Technology related activities
- Organizing for Service Design
- Consideration of Technology
- Implementation and improvement of Service Design
- Exam Preparation / Mock Exam
- Exam

About the Examination:

- Evidence of ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate and completion of Service Design Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design book in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary).
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Upon successful passing of the ITIL v3 Service Design Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.