

## 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 catalog management

- 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

- 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 between design 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