



ITIL® Intermediate Workshop Service Design (SD)

Course Outline



SPARTAN
Allied Services

Deliver Results - Create Value

Program Overview

The ITIL Intermediate Qualification: Service Design (SD) Certificate is a freestanding qualification, but is also part of the ITIL Intermediate Life Cycle stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL Service Lifecycle core publications. The ITIL Certificate in Service Design is intended to enable the holders of the certificate to understand following key ITIL process and role areas:

- Service Catalogue management
- Availability management
- IT service continuity management (ITSCM)
- Information security management
- Design Coordination
- Supplier management
- Capacity management
- Service Level management

Duration

4 Day Program

Learning Objectives

Candidates can expect to gain competencies in the following areas upon successful completion of the education and examination components related to this certification:

- Prepare for and pass the ITIL Service Design (SD) Exam
- Define the goal, objectives and scope of SD
- Outline key activities for SD processes
- Enhance the quality of IT service provision within an organization
- Measure SD using critical success factors and key performance indicators

Target Audience

The target group of the ITIL Intermediate Qualification: Service Design (SD) Certificate includes, but is not restricted to:

- IT professionals
- Business managers
- Business process owners
- Individuals who require a deep understanding of how the ITIL Certificate in the Planning, Protection and Optimization processes may be used to enhance the quality of IT service support within an organization
- IT professionals who are working within an organisation that has adopted and adapted ITIL, and who need to be informed about, and thereafter contribute to, an ongoing service improvement programme
- Operational staff involved in capacity management, availability management, ITSCM, information security management, service level management, supplier management and who wish to enhance their role-based capabilities

- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

Prerequisite Entry Criteria

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management which must be presented as documentary evidence to gain admission

Candidates who hold the following ITIL qualifications are also eligible, and similar evidence will be required:

- Earlier ITIL (V2) Foundation plus Foundation Bridge
- ITIL Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

It is recommended that candidates:

- Can demonstrate familiarity with IT terminology and understand the context of planning, protection and optimization management in their business environment.

Eligibility for Examination

To be eligible for the examination leading to the ITIL Planning, Protection and Optimization Certificate, the candidate must fulfil the following requirements:

- Have undertaken at least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organisation (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- 2 to 4 years' professional experience working in IT service management is highly desirable
- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications– see Prerequisite Entry Criteria on p5)
- It is also recommended that candidates should complete a minimum of 12 hours of personal study, reviewing the syllabus and the pertinent areas within the ITIL Service Design core guide, specifically Chapter 2: Service management as a practice.

Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

ITIL Service Design Introduction and Overview

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

Key ITIL 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
- Holistic service design
 - People
 - Products
 - Processes
 - Partners

Service Design Processes

- Service catalog management
 - 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
 - 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
- Availability 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
- 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

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

Why Choose SAS Management Inc.

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:

Key Affiliations/Accreditation	Key Partner Programs	Key Partners
 	 	    
		   