

# ITIL® 2011 Edition Courses

## ITIL® 2011 Edition Service Design

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#### *What You'll Learn*

- Aligning ITSM with business needs
- Key concepts of the Service Design stage of the lifecycle, as well as the processes involved
- Inputs, outputs, principles, objectives and benefits of the stage and processes involved
- Methods and techniques for processes involved
- The 5 Aspects of Service Design
- The Four P's of Service Design

#### Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Service Design Intermediate exam.

#### *Audience*

Those individuals or groups who are involved in designing service solutions, or the assets that need to be managed and controlled for these solutions to function properly, or the related activities involved the Service Design Stage

#### *Prerequisite*

ITIL® 2011 Edition (V3) Foundation Certification; Basic IT competence with up to 2 years of experience; 21 self-study hours of the Service Design Syllabus and its Core Book references



**Bag-O-Wolf Corporation**

Telephone 678-272-7065

E-Mail: [ITILTraining@bayowolf.com](mailto:ITILTraining@bayowolf.com)

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# ITIL® 2011 Edition Courses

## ITIL® 2011 Edition Service Design

*The Service Design course provides the intermediate concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition Framework.*

### ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

#### Introduction to Service Design

Refresh of ITIL® 2011 Edition  
Review of Service Improvement  
Purpose/Objectives of Service Design  
Scope of Service Design  
Value to Business  
Service Design and the Lifecycle  
Service Acceptance Criteria  
Inputs/Outputs

#### Service Design Principles

Design & the 4 'P's'  
5 Aspects of Service  
Balanced Design  
Requirements & Drivers  
Activities & Constraints  
Service Orientated  
Architecture Principles  
Service Design Models

#### Service Design Processes

Purpose/Objectives  
Scope  
Value to Business  
Policies/Principles & Basic  
Concepts  
Process Activities  
Methods & Techniques  
CSFs/KPIs  
Challenges & Risks  
Inputs/Outputs

#### Service Design Technology-Related Activities

Requirements Engineering  
Information Mgmt  
Application Mgmt

#### Technology Considerations

Tools for Service Design  
Requirements Tools

#### Implementation & Improvement of Service Design

Service Design Issues  
6-Stage Implementation  
Approach  
Measurements

#### Challenges, CSFs & Risks

Challenges  
CSFs/KPIs  
Risks

#### Summation & Review

#### Processes include:

(Service Design Coordinator; Service Catalog Mgmt; Availability Mgmt; Capacity Mgmt; IT Service Continuity Mgmt, Information Security Mgmt; Service Level Mgmt, Supplier Mgmt)

\*Mgmt = Management