ITIL® Service Lifecycle - Design

Duration: **3 days**

Overview:

The ITIL® Intermediate Qualification: Service Design Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle 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 Design publication.

Target Audience:

The course syllabus covers the management-level concepts and core information of the activities and techniques within service design, but not specific details about each of the supporting processes. The main target group for the ITIL® Intermediate Qualification: Service Design Certificate includes, but is not restricted to:

- Chief information officers (CIOs)
- Chief technology officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers
- ITSM trainers involved in the ongoing management, coordination and integration of design activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL® service design stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within, or about to enter, a service design environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management

Course Introduction

- Course Introduction

Module 1 - Course Introduction

Lesson: Course Organisation
- Welcome to the Course!
- Mentoring Community Introductions
- Why Are You Here?
- Using Bloom's Taxonomy
- What do you Expect?
- Housekeeping Online

Lesson: Course Conventions & Agenda
- Conventions Used
- Quizzes & Exercises
- ITIL® Qualification Scheme
- ITIL® Intermediate Exam
- Getting Started with an Online Class
- Module 1 Review

Module 2 - Service Design

Lesson: Introduction to Service Design
- Service Design & the Service Lifecycle
- Managing Across the Lifecycle
- Purpose, Goals & Objectives of Service Design
- Scope of Service Design
- Value of Service Design
- The Context of Service Design
- Service Solution Design
- Balanced Design

Lesson: Service Design Principles
- Principles of Service Design
- Service Design Package
- Requirements
- Management Systems
- Architecture & Technology Design
- Process Design
- Measurement Design
- Service-Oriented Architecture
- Selecting Service Design Models
- Service Provider Models
- Service Design Implementation Considerations
- Service Design Technology & Design
- Business Impale Analysis
- Service Level Requirements
- Service & Process Risks
- Service Implementation
- Service Measures
- Service Design Challenges & Risks
- Service Design Challenges
- Service Design Risks
- Service Design Critical Success Factors

Lesson: Service Design Summary
- Service Design Summary
- Checkpoint
- Module 2 Review

Module 3 - Service Design Activities

Lesson: Introduction to Design Activities
- Design Activities
- Service Design

Lesson: 5-Aspects of Service Design
- Five Aspects of Service Design
- Gather Requirements
- Designing Service Solutions
- Design Considerations
- Design Supporting Management Systems
- Support Systems
- Service Portfolio
- Service Portfolio Contents
- Design Architecture & Support Technology
- Enterprise Architecture
- Technology Management
- Design Support Process
- Design Measurement Systems
- Metrics Tree

Lesson: Subsequent Design Activities
- Subsequent Design Activities
- Evaluate Alternate Solutions
- Procure Preferred Solution
- Develop Service Solution
- Service Design Package
- Design Constraints

Lesson: Service Design Activities Summary
- Service Design Activities Summary
- Checkpoint
- Module 3 Review

Module 4 - Service Design Processes

Lesson: Design Coordination
- Introduction to Design Coordination
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities
- Design Coordination Overview
- Overall SD Lifecycle Activities
- Policies & Methods
- Resources & Capabilities
- Coordinate Activities
- Risks & Issues
- Improvement
- Individual Design Activities
- Plan Design
- Coordinate Design
- Monitor Design
- Review & Handoff
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Design Coordination Summary

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

Pre-requisites:

Before attending this course, students must have attended and achieved the ITIL® Foundation and Exam qualification. Proof will need to be provided before attending the course. Candidates who hold the following ITIL® qualifications are also eligible, and similar evidence will be required:

- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes)

At Course Completion:

This qualification provides a complete management-level overview of service design, including all its related activities. Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to service design
- Service design principles
- Service design processes
- Service design technology-related activities
- Organising for service design
- Technology considerations
- Implementation and improvement of service design
- Challenges, critical success factors and risks

Module 4 - Continued

Lesson: Service Catalogue Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Service Catalogue Views
- Activities
- Agree & Document Service Definition
- Interface with Service Portfolio Management
- Produce & Maintain Service Catalogue
- Interfacing
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

Lesson: Service Level Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities of Service Level Management
- Overview of Service Level Management Process
- SLA Frameworks
- SLRs & SLAs
- SLA Monitoring
- Service Level Agreement Monitoring Chart
- Improving Customer Satisfaction
- Managing Underpinning Agreements
- Service Reporting
- Service Improvement Plan (SIP)
- Managing & Revising SLAs and UCs
- Contacts & Relationships
- Feedback
- Triggers, Inputs & Outputs
- Service Level Management Relationships
- Critical Success Factors
- Challenges & Risks
- Service Level Management Summary

Lesson: Availability Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities
- Reactive Activities
- Monitoring
- Measurement
- Analysis
- Expanded Incident Lifecycle
- Service Failure Analysis (SFA)
- SFA Structure
- Reporting
- Proactive Activities
- Determine Availability Requirements
- Availability Design Concepts
- Design for Availability
- Failure Analysis
- Risk Analysis & Management
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Availability Management Summary

Lesson: Capacity Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities
- Sub-Process Areas
- Underpinning Activities
- Tuning & Optimisation
- Performance Tuning
- Threshold Management & Control
- Demand Management
- Modelling & Trending
- Application Sizing
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Capacity Management Summary

Lesson: IT Service Continuity Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities
- Initiation
- Requirements & Strategy
- Business Impact Analysis
- Risk Analysis
- Strategy
- Implementation
- On-going Operation
- Triggers, Inputs & Outputs
- Relationships
- CSFs
- Challenges & Risks
- IT Service Continuity Summary

Lesson: Information Security Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Security Management Framework
- Activities
- Information Security Process
- Establish Information Security Policy
- Enforce Security Policy
- Assess & Classify Information Assets
- Security Controls & Risk Assessment
- Monitor & Manage Security Breach
- Analyse, Report & Reduce impact
- Conduct Security Reviews & Audits
- Triggers, Inputs & Outputs
- Relationships
- CSFs
- Challenges & Risks
- Information Security Management Summary

Lesson: Supplier Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities
- Evaluate New Suppliers & Contracts
- Supplier Evaluation
- Contract Evaluation
- Categorise Suppliers & Maintain SCMIS
- Supplier Categorisation Matrix
- Establish New Suppliers & Contracts
- Manage Supplier & Contract Performance
- Renew/Terminate Contracts
- Triggers, Inputs & Outputs
- Relationships
- CSFs
- Challenges & Risks
- Supplier Management Summary

Module 5 - Technology, Organisation & Implementation

Lesson: Technology-Related Activities
- Technology-Related Areas
- Requirements Engineering
- Requirement Types
- Functional Requirements
- Management & Operational Requirements
- Usability Requirements
- Investigation Techniques
- Issues
- Documenting Requirements
- Requirements Catalogue
- Outsourcing Requirements
- Data & Information Management
- Key Factors in Data Management
- Scope of Data Management
- Activities of Data Management
- Application Management
- Application & Service Portfolios
- Application Frameworks
- Design of Applications
- Design Patterns
- Other Concepts

Lesson: Organising for Service Design
- Who Does What to Whom?
- The RACI Model
- Functional Roles Analysis
- Activity Analysis
- Generic Roles & Responsibilities
- Service Owner
- Process Owner
- Process Manager
- Process Practitioner
- Service Design Roles & Responsibilities
- Service Design Manager
- IT Planner
- IT Designer/Architect
- Design Coordination
- Service Catalogue Management
- Service Level Management
- Availability Management
- IT Service Continuity Management
- Capacity Management
- Security Management
- Supplier Management

Lesson: Implementing Service Design
- Implementation Considerations
- Implementation Steps
- Establish High-Level Objectives
- Assess Current Capabilities
- Determine Measureable Targets
- Implement Process Improvement
- Implement Measurement Framework
- Review & Improve

Lesson: Technology, Organisation & Implementation Summary
- Technology, Organisation & Implementation Summary
- Checkpoint
- Module 5 Review
- Course Closure