
Course 355: ITIL® v3 Certification: Service Design

Level: Intermediate

Scheme Placement: Lifecycle Stream

Overview: This course immerses learners in the overall concepts, activities; functions and methods associated with the Service Design phase of the Service Lifecycle as defined in the ITIL® Practices in Service Management and prepares learners to obtain their ITIL Intermediate Qualification Service Design certificate.

The offering is part of the "Lifecycle Stream" courses leading to ITIL Expert Qualification.

Details: The main focus areas include the purpose, principles, management and control activities, organization and implementation considerations for Service Design. This course is designed using an engaging case study-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

The process areas discussed include Service Catalog Management, Service Level Management, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management and Supplier Management.

Note: *This course covers the management and control of the activities and techniques within the Service Design phase, but not the detail of each of the supporting processes.*

Instructor-led sessions are delivered through a combination of instructional techniques including lecture, case studies and practical assignments or exercises to reinforce the learning. Courses are typically delivered over a four day period with the fourth day focused on review, exam preparation and the administering of the examination.

Learning Objectives:

Candidates may expect to gain competencies in the following:

- ◇ Management and control of all Service Design activities
 - ◇ Management and application of Service Design concepts, inputs, outputs and activities
 - ◇ Knowledge of Service Design principles and management of Service Design processes
 - ◇ Control and coordination of Service Design technology related activities
 - ◇ Justification and control of the organizational and technological issues of Service Design
 - ◇ Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks
-

Customer Value: This course allows the learner to broaden and deepen their knowledge and understanding of the principles of the ITIL v3 Service Design phase. They will then be equipped to contribute effectively to ITIL-based service improvement efforts in their organizations and to contribute to leadership decisions in relation to the management and control of the activities of Service Design.

Upon successful completion of the associated certification, participants will have 3 credits towards an ITIL v3 Expert certificate.

Target Audience:

The Service Design Lifecycle course will be of interest to:

- ◇ Individuals who require a detailed understanding of the ITIL Service Design phase of the ITIL service lifecycle and how Service Design guidance may be adopted to enhance the quality of IT service provision within an organization.
- ◇ IT professionals working in or about to enter a Service Design environment and requiring an understanding of the concepts, processes, functions and activities involved.
- ◇ Individuals who have their ITIL v3 Foundation Certificate or equivalent who want to pursue the ITIL Expert qualification. (itself a prerequisite for ITIL Master certification)

A typical role profile includes: CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, other IT professionals and IT Service Managers.

Prerequisites

Participants must hold either:

- ◇ the ITIL v3 Foundation Certificate

or

- ◇ the ITIL v2 Foundation, plus the ITIL v3 Foundation Bridge Certificate

Before taking the course candidates must obtain the relevant ITIL publication(s). 21 hours of self-study is also strongly recommended. It is further recommended that candidates have approximately two years exposure to basic concepts in IT and have related work experience.

Certification:

Only candidates who have attended a course given by an accredited training provider such as Third Sky may sit for the examination.

Each examination consists of eight (8) multiple choice, scenario-based questions that will be scored on a gradient. Candidates writing the examination in their first language will have a maximum of 90 minutes to complete it. (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.) A grade of 70% or higher is necessary to pass the exam.

Credits Toward Expert Qualification:

The ITIL Intermediate Qualification Service Design Certificate entitles the successful candidate to three (3) credits each towards the ITIL Expert Certificate (and beyond).

For information about availability and registration please call 1-800-ROI-9877 or email customer.service@trainingbyroi.com