

ITIL v3 Intermediate Lifecycle Module

Service Design

Days of Training: 4

Overview

Participants will learn the principles and core elements along with the activities and technology & implementation considerations within the Service Design stage of the Service Lifecycle. This lifecycle stage focuses on enabling Service Delivery by designing services in-line with the Service Strategy.

Prerequisites

ITIL v3 Foundation

Learning Objectives

At the end of this course, you will learn:

- Service Design principles and service composition
- Activities and techniques within Requirements Engineering
- Functional roles analysis and use of the RACI matrix
- The types of tools that would benefit Service Design
- Activities and techniques associated with Application Management
- Designing supporting systems, especially the Service Portfolio
- Business Service Management (BSM) and Service Oriented Architecture (SOA) principles

Lesson 1: Course Introduction

- The concept of Service Management as a practice
- The concept of Service, its value proposition and composition
- The concepts of Function, Process and Role The purpose, goals and objectives of Service Design
- The scope of Service Design
- Business value
- The contents and use of the Service Design Package
- The contents and use of Service Acceptance Criteria

Lesson 2: Principles

- Service Design principles and service composition
- The importance and approach to balanced design
- Service requirements, business requirements and drivers
- Design activities and constraints
- The principles and the five aspects of Service Design:
 - Design aspects
 - Designing service solutions
 - Designing supporting systems, especially the Service Portfolio
 - Designing technology architectures
 - Designing processes
 - Designing measurement systems and metrics
- Business Service Management (BSM) and Service Oriented Architecture (SOA) principles
- Service Design models

Lesson 3: Processes

- The activities and techniques, but not the detailed process steps, for the following processes:
 - Service Catalog Management
 - Service Level Management
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Information Security Management
 - Supplier Management
 - The five aspects of Service Design as they relate to the management of Service Design processes

Lesson 4: Technology Related

Activities

- Activities and techniques within Requirements Engineering
- Activities and techniques within Data and Information Management
 - Activities and techniques associated with Application Management

Lesson 5: Organizing for Service Design

- Functional roles analysis and use of the RACI matrix
- The roles and responsibilities within Service Design

Lesson 6: Technology Considerations

- The types of tools that would benefit Service Design
- Requirements for Service Management tools

Lesson 7: Implementation & Improvement

- The Service Design issues relating to:
 - Business Impact Analysis
 - Service Level Requirements
 - Risks
 - The six-stage implementation approach
 - Measurements through Critical Success Factors and Key Performance Indicators
 - Prerequisites for success and risks affecting Service Design activities and processes

Lesson 8: Exam Preparation

- Sample Exams
- Feedback
- Recap