

# Service Design - SPO

## ITIL® Service Design

Leading to ITIL® Intermediate Certificate in Service Design

Duration: 90 or 150 day license

Pre-requisites: None

Delivery Methods: Self-Paced On-line

### Course Overview

ITIL® (Information Technology Infrastructure Library) is the most widely accepted approach to IT service management best practice.

- Study online at your own pace
- 90 or 150 days online access
- Fully accredited by Loyalist Certification Services
- Includes videos, quizzes, exercises, study guides and official syllabus and sample exams
- Exam Voucher
- Tutor support available via email
- Exam value: 3 ITIL credits

### Course Content

- 19 easy to absorb lessons
- Study duration: 21 hours mandatory study, also 21 hours self-study with the Service Design core volumes is recommended.

Topics include:

- Introduction to Service Design
- Service Design principles
- Service Design processes:
  - o Service Catalogue Management
  - o Service Level Management
  - o Capacity Management

- o Availability Management
- o IT Service Continuity Management
- o Information Security Management
- o Supplier Management
- o Design Coordination
- Service Design technology-related activities
- Organising for Service Design
- Technology considerations
- Implementing and improving Service Design
- Challenges, critical success factors and risks
- Preparing for the exam

The license will start from the date you receive your login and password.

## Knowledge Objectives

- Gain critical knowledge and practical guidance regarding the management principles and core concepts required to design new or modify existing IT services.
- Identify and agree on the business requirements for input into your service design.
- Integrate Enterprise Architecture practices with service blueprinting.
- Apply IT standards and policies to decision-making for service design and improvement.
- Establish an account management and business engagement based on successful Service Level Management principles.
- Manage the risk of the organization by reducing the exposure to availability and capacity incidents.
- Integrate the Information Security Management System into the risk management practices of the organisation.
- Define and categorize IT services and offer them to the business in a coherent way.
- Improve service provisioning from an accurate and complete service catalogue.

## Exam

This course prepares participants to sit an online examination leading to the ITIL Intermediate Certificate: Service Design. The 90-minute exam consists of eight multiple choice, scenario-based, gradient scored questions. A passing mark of 70% is required to receive your certificate (4 ITIL credits).

## Target Group

CIOs, CTOs, Managers, Supervisory Staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers, IT Security Managers. Any IT professional involved in the management of service design.

## Prior Knowledge

You must hold a current ITIL Foundation certificate and provide us with a copy prior to the course starting.

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