

# ITIL® Service Lifecycle: Service Design (1218)

Price: \$2,495

**Examine the sub-processes, activities, methods, and functions used in each of the ITIL Service Design processes.**

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the Service Design phase of the Service Lifecycle. You will cover management and control of the activities and techniques within the Service Design stage, not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practices, and it positions you to successfully complete the associated exam, which is offered on the last day of the course at 3:30 pm.

**Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.**

## **What You'll Learn**

- Service Management as a practice and Service Design principles, purpose, and objective
- How all Service Design processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods, and functions used in each of the Service Design processes
- Roles and responsibilities within Service Design and the activities and functions to achieve operational excellence
- How to measure Service Design performance
- Technology and implementation requirements in support of Service Design
- Challenges, critical success factors, and risks related with Service Design

## **Who Needs to Attend**

- IT operations, technical, or IT management personnel requiring more information about ITIL best practices
- Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

## **Prerequisites**

- ITIL Foundation Certification (required)
- Two years of relevant work experience
- To prepare for the end-of-class exam, we recommend that you review the ITIL publication Service Design (2011 Edition, ISBN 9780113313051) and complete at least 21 hours of personal study

## **Follow-On Courses**

- ITIL® Service Lifecycle: Service Operation
- ITIL® Service Lifecycle: Continual Service Improvement
- ITIL® Service Capability: Planning, Protection, and Optimization
- ITIL® Service Capability: Service Offerings and Agreements
- ITIL® Service Capability: Release, Control, and Validation
- ITIL® Service Capability: Operational Support and Analysis
- ITIL®: Managing Across the Lifecycle

## **Certification Programs and Certificate Tracks**

This course is part of the following programs or tracks:

- ITIL® Certifications

## **Course Outline**

- 1. Introduction to Service Design**
- 2. Service Design Principles**
- 3. Service Design Processes**
- 4. Service Design Technology-Related Activities**

- 5. Organizing for Service Design**
- 6. Consideration of Technology**
- 7. Implementation and Improvement of Service Design**
- 8. Exam Preparation/Mock Exam**
- 9. Exam**