

Detailed Content of the ITIL® Service Design course

The course will cover the following topics:

Introduction

- Introduction to the ITIL Service Design course
- Introduction to IT Service Management
- Introduction to the Service Design phase

The principles of the Service Design phase

- Come up with service solutions based on the clients' needs
- Plan and use the service portfolio to improve the value for the business
- Measurement and metric systems
- Models of the Service Design phase for different service solutions

The processes of the Service Design phase

- Interaction of the processes in the Service Design phase
- Flow of the Service design phase and its relationships with the business and the clients
- 5 aspects of the concept and how they are incorporated into process of the Service Design phase

Activities of the Service Design phase connected to technology

- Engineering of the needs in the planning process and the use of three types of needs
- Planning of technical architecture for the management of data, information and applications

Organization for the Service Design phase

- How to design and use the RACI diagrams for all the processes in the perimeter of IT Service Management
- Roles and responsibilities in the Service Design phase, when and how they are used and how to plan the organisation of the Service Design phase to use these roles.

Reflections on the technology

- The management tools for the Service Design phase, when and where to use them
- The benefits and the tools that support the Service Design phase

Implementation of the Service Design phase

- Develop and implement the strategies related to the Lifecycle Management approach

Challenges, critical success factors and risks

Exam preparation

- Rules, information and best practice to pass the exam
- Mock exam (2 mock exams are provided)

Exam

- Execution of the ITIL Service Design exam



For further information on this course, please visit our site by clicking on the following link:
<http://www.innovativelearning.it/index.php/en/it-service-management-en/itil-2/itilintermediatemenu-en/itil-service-lifecyclemenuitem-en/itil-service-design>