

## ITIL 2011 Service Design Certification Program

### Course Summary

#### Description

ITIL is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under current version.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL Edition 2011 Framework.

The ITIL Intermediate Qualification: Service Design Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL publication.

**Note:** The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate TSO publication to complete at a minimum 21 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL Service Management Practice core guidance.

This program is offered over a 3-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The minimum number of students per session is 6 where the maximum is 18.

This three (3) days classroom training course with examination held on the afternoon of the 3rd day is accredited by the examinations institute. The course includes approximately 21 hours of student-instructor interaction, a sample, and a formal examination. The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more - 28 or more correct answers.

This training program includes the following as reference documentation:

- Program slide presentation
- Syllabus document
- ITIL acronyms and glossary
- Sample examination questions and answers

#### Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL Best Practice lifecycle approach and through various exercises, assignments and discussions, participants can expect to gain competency in the following upon successful completion of the education and examination components related to this certification:

- Introduction to service design
- Service design principles
- Service design processes
- Service design technology-related activities
- Organizing for service design
- Technology considerations
- Implementation and improvement of service design
- Challenges, critical success factors, and risks.

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## **ITIL 2011 Service Design Certification Program**

### **Course Summary (cont'd)**

#### **Topics**

- Introduction to service design
- Service design principles
- Service design processes
- Service design technology-related activities
- Organizing for service design
- Consideration of Technology
- Implementation and improvement of service design
- Challenges, critical success factors and risks
- Summary, Exam Preparation, and Directed Studies

#### **Audience**

The main target group for this ITIL Intermediate Qualification Certificate includes, but is not restricted to:

- Chief information officers (CIOs)
- Chief technology officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers
- ITSM trainers involved in the ongoing management, coordination and integration of design activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL service design stage of the ITIL service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working within, or about to enter, a service design environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

#### **Prerequisites**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Additionally, to be eligible for this ITIL Intermediate qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable.

#### **Duration**

Three days

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### Course Outline

#### I. Introduction to Service Design

This learning unit covers the purpose, goals, objectives and scope of service design and the business value of service design activities. The context of service design in the ITIL service lifecycle and the inputs and outputs of service design are also covered, including the service design package and service acceptance criteria. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand and describe:

- A. Purpose, goals, and objectives of service design
- B. Scope of service design
- C. Business value
- D. The context of service design in the ITIL service lifecycle
- E. Service design inputs and outputs and the contents and use of the service design package
- F. The contents and use of service acceptance criteria

#### II. Service Design Principles

This unit covers Service Design principles. To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide, or analyze:

- A. Holistic service design, service composition, and the four Ps
- B. The importance of and approach to balanced design
- C. Service Requirements, business requirements and drivers
- D. Design activities and their constraints
- E. The five aspects of service design
- F. Design aspects
- G. Designing service solutions
- H. Designing supporting systems, especially the service portfolio
- I. Designing technology architectures
- J. Designing processes
- K. Designing measurement systems and metrics
- L. Service-oriented architecture principles
- M. Service design models

#### III. Service Design Processes

This unit covers the managerial and supervisory aspects of the ITIL processes covered in the Service Design stage, (but excludes the day to day operation of the processes which is covered in the corresponding Capability Modules). To meet the learning outcomes and examination level of difficulty, the candidates must be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide, or analyze the following sections:

- A. Design coordination
- B. Service catalogue management
- C. Service level management
- D. Availability management
- E. Capacity management
- F. IT service continuity management
- G. Information security management
- H. Supplier management

The following topics will discussed for each of the here mentioned processes

- I. Purpose and objectives
- J. Scope of Service Design stage
- K. Value to business
- L. Policies, principles and basic concepts
- M. Process activities, methods, and techniques
- N. Triggers, inputs, outputs and interfaces
- O. Critical success factors and key performance indicators
- P. Challenges and risks

#### IV. Service Design technology related activities

- A. The service design activities and techniques within requirements engineering
- B. The service design activities and techniques within data and information management
- C. The service design activities and techniques associated with application management

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### **Course Outline (cont'd)**

**V. Organizing for Service Design**

- A. Functional roles analysis and the use of the RACI matrix
- B. The functions within service design
- C. The roles and responsibilities within service design

**VI. Consideration of Technology**

- A. The types of tools that would benefit service design
- B. Requirements for service management tools

**VII. Implementation and improvement of Service Design**

- A. The service design issues relating to business impact analysis, service level requirements and risks
- B. The six-stage implementation approach
- C. Measurements of service design, a prerequisite for success

**VIII. Challenges, CSFs, and Risks**

- A. Challenges
- B. Critical success factors and key performance indicators
- C. Risks

**IX. Summary, Exam Preparation, and Directed Studies**

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

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