The Art of Service
Career Driven

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ITIL® Service Design

Quick Facts:

Certificate: ITIL Service Design

Duration: 21 Hours

Course Delivery: eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam

Language: English

Credits: 3 Credits (Towards ITIL Expert)

PMI® PDUs: 21

Accredited By: CSME and Loyalist Certification Services

Prerequisites: ITIL Foundation IT Service Management Certificate

About This Course:

This ITIL Service Design Course provides a comprehensive study of the ITIL Stage of Service Design and where it fits into the greater Service Lifecycle. The program combines short presentations supported by accredited trainer audio. With a comprehensive text book further explore and explain all concepts covered within the syllabus. There are exercises (marking schemes provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the AXELOS® multiple-choice examination.

The following topics are covered in this course:

- Service Design principles
- Design Coordination
- Service Catalog Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management

Learning Objectives:

At the end of this course, the learner will gain competencies in:

- 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.