

Hands-on course , 3
day(s)
Ref : LCS

Pre-requisites

Candidates must hold ITIL®
V3 Foundation Certificate (or
ITIL® V3 Foundation Bridge
certificate)

Next sessions

ITIL® Lifecycle Service Design

OBJECTIVES

This course covers the practices described in the publication "Service Design" of "ITIL® - Service Lifecycle Management." You will learn activities and associated processes, the implementation of concepts, control of technical and organizational considerations, etc..

1) Introduction to service design

2) Service design principles

3) Service design technology-related activities

4) Service design processes

5) Organizing for service design

6) Implementation and improvement of service design

1) Introduction to service design

- Concept of Service Management, Service, Value and Composition. Function, process and role.
- The purpose, goals and objectives of service design.
- The scope of service design and business value
- Contents and use of the SDP (Service Design Package).
- Contents and use of the SAC (Service Acceptance Criteria).

2) Service design principles

- Principles. Composition of a service. And importance for a balanced design approach.
- Service requirements, business requirements and evolutionary factors (drivers).
- Activities and design constraints.
- Principles and five aspects for the management of process design services.
- Design Service Solutions, Systems Design Support services, technology architectures, processes, measurement systems.
- Business Services Management (BSM) and principles of Service Oriented Architectures (SOA).
- Models of Service Design.

3) Service design technology-related activities

- Requirement types and management activities related to the implementation of these requirements.
- The service design activities and techniques within data, information and application management.

4) Service design processes

- Activities and techniques.
- Design coordination.
- Service catalogue management and Service level management.
- Capacity management and Availability management.
- IT service continuity management.
- Information security management.
- Supplier management.
- Principles and aspects of the Service design in relation with process management.

5) Organizing for service design

- Functional roles analysis and the use of the RACI Matrix.
- The roles and responsibilities within service design.
- Technology considerations.
- The types of tools that would benefit service design.
- Requirements for service management tools.

6) Implementation and improvement of service design

- Business impact analysis (BIA), service level requirement (SLR) and risks.
- Implementation approach.
- Measurements of critical success factors (CSF) and key primary indicator (KPI).