Training Program

# ITIL® 2011 INTERMEDIATE SERVICE DESIGN

Knowledge

Talent

Skills

TRAINING
EXCELLENCE

Performance

Real Life Experience

APEX
GLOBAL

**APEX Global Corporation**

## Introduction ❯

### Overview

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. Through lecture, exercises, and scenario-based on real-life situation, you will learn the core disciplines of the ITIL best practices.

### Duration
4 – days workshop

### Prerequisite for International certificate

## Program Objectives ❯

### Learning Objective
**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, key performance indicators (KPIs), critical success factors (CSFs), and risks related with service design

### Target Audience
**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

**Training Content**

## Module 1: ITIL Service Design Introduction and Overview

- ❖ Purpose and goals
- ❖ Scope of service design
- ❖ Doing it right the first time
- ❖ Designing new and changed service

## Module 2: Key ITIL Service Design Principles

**Five aspects of service design**
- ❖ Designing service solutions
- ❖ Designing supporting systems and the service portfolio
- ❖ Technology architectures, processes and design aspects
- ❖ Measurement, methods and metrics
- ❖ Service-oriented architecture principles

**Holistic service design**
- ❖ Design activities and their constraints
- ❖ The importance of balanced design
- ❖ Service requirements, business requirements and drivers

**Four Ps of Design**
- ❖ People
- ❖ Products
- ❖ Processes
- ❖ Partners

## Module 3: Service Design Processes

**Service catalog management**
- ❖ Providing a central source of information on IT services delivered to the business by the service provider
- ❖ Ensuring the business can view an accurate and consistent picture of IT services available, including details and status

**Service level management**
- ❖ Negotiating, agreeing and documenting appropriate IT service targets with the business
- ❖ Monitoring and producing reports on delivery against agreed level of service

**Capacity management**
- ❖ Matching capacity of IT to agreed business demands
- ❖ Right resource, right time, right cost

**Availability management**
- ❖ Ensuring that availability targets are measured and achieved in a cost-effective manner
- ❖ Building availability into the design

**IT service continuity management**
- ❖ Maintaining ongoing recovery capability to match agreed needs, requirements and time scales
- ❖ Developing service continuity and recovery plans
- ❖ Aligning plans with business needs over time

## Module 4: Primary Activities of Service Design

**Technology-related activities**

- ❖ Requirements engineering: requirement types, activities and techniques
- ❖ Data and information management activities
- ❖ Techniques within application management
- ❖ Investigating service design requirements

**Achieving balance between design and existing strategies**

- ❖ Ensuring inclusion of governance and security controls
- ❖ Assembling the service design package
- ❖ Producing, maintaining and revising all services, design processes and documents
- ❖ Liaising with other design and planning activities
- ❖ Aligning with corporate and IT strategies

## Module 5: Organizing Service Design

- ❖ Roles appropriate within service design
- ❖ Functional role analysis and the use of the RACI matrix
- ❖ Defining service design responsibilities
- ❖ Aligning information security with business security
- ❖ Managing suppliers to ensure quality and value

## Module 6: Service Design and Technology

- ❖ Technology considerations for service design
- ❖ The tools that benefit service design
- ❖ Requirements for service design

## Module 7: Implementation Challenges and Risks

- ❖ The six-stage implementation approach
- ❖ Measurements of service design
- ❖ Outlining the challenges and risks facing service design
- ❖ Establishing critical success factors and Key Performance Indicators (KPIs)
- ❖ Developing risk-benefit analyses

## Key Features

- 32 hours of high quality learning
- Quizzes in the end of each chapter
- 4 Real life exercises and case study
- Learn from experience and passionate trainers
- Quick reference card, toolkits
- Course completion exams
- Apply the knowledge and technique
- Invited to our professional community
- Certificate of Completion



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