



ITIL® 2011 Intermediate Certificate: Service Design (SD)

Interactive teaching.
Imaginative course presentation.
Impressive results.

What Will the Course Give Me?

SED-IT's 3-day Service Design (SD) course (examination on the morning of the fourth day) provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within a Service Design environment and require a deeper understanding of the underlying concepts, processes and activities involved and associated management responsibilities and how they may be used to enhance overall service quality and service provision.

What You Will Learn

The Service Design course focuses on the managerial and supervisory aspects of service design, including related activities. This course has a number of study units and supporting exercises that reinforce the knowledge gained.

- **The Service Lifecycle and Service Management as a Practice:** Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate "service" and be able to explain the concept of Service Management as a practice
 - **Basic Service Design Principles:** Understand the common principles and guidelines that will influence the performance of SD processes, including service requirements, business requirements and drivers; requirement types and their management techniques; the principles and the five aspects of service design; business service management and service-oriented architectures; service design models
 - **Service Design Processes:** Understand the managerial and supervisory aspects of the SD processes. Other areas of discussion include the roles and responsibilities (and their relationship to other Service Management processes, challenges, critical success factors and risks within each of the processes. The processes include:
 - Design Coordination
 - Service Catalog Management
 - Service Level Management
 - Availability Management
 - Capacity Management
 - IT Service Continuity Management
 - Information Security Management
 - Supplier Management
- Note:** in-depth discussions around the daily activities of each process are found in the *Service Offerings & Agreements (SOA)* and *Planning, Protection & Optimization (PPO)* courses
- **Explore Technology and Implementation Considerations:** Understand the role of technology to Service Design and explore concepts that have great impact on SD process implementation and service design activities

Why You Should Attend This Course

Within the Service Design volume, the previously defined strategy provides the scope for design activities so to gain optimal value upon implementation of the new/changed services and processes. Additionally, the concept of a service lifecycle is very much ingrained within Service Design so not only will this phase be explored; the relationship to the other phases and the criticality of 'cross-communication' between the phases is detailed and emphasized.

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Who Should Attend?

The target audience for this course includes CIOs, CTOs, Managers, Supervisory Staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers and IT Security Managers.

Why SED-IT?

SED-IT only uses fully qualified and accredited instructors who also have in-depth practical experience in assisting organizations in their specific “adopt/adapt” initiatives in Service Management. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful Service Management project and environment. SED-IT is a globally accredited organization, via EXIN and PEOPLECERT to provide ITIL education. SED-IT is also fully accredited (as well as the subject matter expert behind its redevelopment) to deliver EXIN’s ISO/IEC 20000 educational program (Foundation, Specialist, Auditor, Expert and Master courses).

Duration & Logistics

This course is a very full three (3) days with the exam as the only activity of Day 4. The exam is 90-minutes with eight (8) complex multiple choice questions which are scenario-based and gradient scored (total 40 marks). The exam is delivered online with printed scenarios and scores are immediately available upon submission of the exam. To pass, you must achieve 70% or greater (28/40 correct) to receive the certification. The course is held in Louisville, KY but we are more than happy to conduct closed courses on customer’s sites; call for details.

Successful completion of this course and exam provides 3 points of the necessary 15 ‘electives’ to achieve the ITIL Expert certification (2 points for Foundation and 5 points for Managing Across the Lifecycle (MALC) are mandatory).

Prerequisites

The candidate must hold (documentary evidence required) one of the following:

- ITIL Foundation Certificate (2007 or 2011 version)
- v2 ITIL Foundation Certificate and the v2-v3 Foundation Bridge Certificate

It is also strongly recommended that the candidate have 2-4 years of professional experience within Service Management as well as defined experience in at least one of the SD processes. Reading the ITIL Service Lifecycle core publications, specifically the *Service Design* volume, prior to attending is quite beneficial (recommended 21 hours of personal study).

Student Materials, Responsibilities & Price

Each candidate will receive full color course materials - lecture notes, in-course exercises and answers, homework and practice exams. All materials are distributed on the first day of class.

To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 90 minutes of study per evening. Candidates are expected to fully participate in all course activities.

Course price: \$1,995 (includes the exam)

Next Steps

Speak with us at **502-456-4322**, send an e-mail with your requirements to info@practical-itsm.com or visit the course page at www.practical-itsm.com/intermediate_sd.