# ITIL Lifecycle:  Service Design (SD)

# Course Content

## Course Description:
Service Design brings the output of Service Strategy to life by designing new or changed services that satisfy business objectives and are secure, resilient and reliable. Based on the Service Design publication of the ITIL V3® library, ITSM Academy's course focuses on the planning, implementing and optimizing of Service Design processes, plans, policies and standards that will be ultimately be used to transition and operate the service in the production environment. The course culminates with the ITIL® V3 Intermediate Service Design certification examination.

## Audience:
- CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of design activities within the Service Lifecycle
- Individuals who require a deeper understanding of the ITIL® Service Design stage of the ITIL® Service Lifecycle and how activities in it may be implemented to enhance the quality of IT Service Management 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 seeking the ITIL Expert™ in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert™ is a prerequisite

## Instructors:
Instructors for this course are ITIL Experts™ and / or Service Design Certified and have successfully completed ITSM Academy's Service Design Train-the-Trainer Program.

## Pre-requisites:
Students attending this course will already hold the ITIL® Version 3 Foundation Certification in IT Service Management - obtained through ITIL® V3 Foundation or Foundation Bridge Course.

## Pre-preparation:
The Service Design exam is a very challenging test. Upon registration, learners will be provided a pre-course reading list. Learners will be expected to read the case study and process chapters from the appropriate ITIL® book - Service Design - before the first class date...a minimum 21 hours of personal study.

## At Course Completion:
Students will earn or be prepared to take exams for the following credentials:
- ITIL Expert™
  Earn 3 credits of the 22 required to achieve the ITIL Expert Certification.

- Project Management Institute (PMI) Professional Development Units (PDUs):
  You will earn 22 contact hours or PDUs for PMI upon completion of this course.
- Exam & Certification:
  Successfully passing the 90 minute, exam consisting of eight (8) complex, multi-part, multiple choice scenario-based gradient scored questions leads to the ITIL Intermediate Qualification: Service Design Certificate.

## Topics:

**Management and control of all Service Design activities**

**Management and application of Service Design concepts, inputs, outputs and activities**

**Knowledge of Service Design principles and management of Service Design processes**

**Control and coordination of Service Design technology related activities**

**Justification and control of the organizational and technological issues on Service Design**

**Analysis, justification and selection of the implementation approaches, challenges, critical success factors and risks**