

# Course Service Design ITIL® Intermediate

## Intermediate course ITIL SD – Lifecycle stream

**Course length:** 3 days + 2 hours certification exam next day

**Price:** 26.970 CZK + VAT (33.860 including certification exam)  
\* course can be organized on premise - ☎

**Registration:** [registration form](#) **Places:** Brno, Prague, Ostrava

**Dates:** [www.q4it.eu](http://www.q4it.eu)

### Target group:

- Chief information officers (CIOs), Chief technology officers (CTOs), Managers, Supervisory staff, Team leaders
- Service designers, IT architects, IT planners, IT consultants, IT audit managers, IT security managers
- ITSM trainers involved in the ongoing management, coordination and integration of design activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL service design stage of the ITIL service lifecycle and how it may be implemented to enhance the quality of IT service provision 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 who have attained the ITIL Foundation Certificate in ITSM and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in ITSM for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in ITSM for which the ITIL Expert is a prerequisite.

**Prerequisites:** Course participants must hold certificate „ITIL® Foundation“

**Course learning objectives:** This qualification provides a complete management-level overview of service design, including all its related activities. Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification.

### Course agenda:

- Introduction to Service Design - Principles and Objectives, Value of Business of Service Design
- Service Design Principles - Identifying Service Requirements, Service Design Package (SDP)
- Service Design Processes
  - ✓ Design coordination
  - ✓ Service catalogue management
  - ✓ Service level management
  - ✓ Availability management
  - ✓ Capacity management
  - ✓ IT service continuity management (ITSCM)
  - ✓ Information security management
- Technology Related Activities - Requirements Engineering, Application Management
- Organizing Service Design - Roles and Responsibilities, RACI Model, Process Owner, Service Design Manager
- Technology Considerations, Implementation Considerations, Revision and Mock Examination

### Participants will learn:

- Apply principles described in this part of ITIL, understanding of goals and outputs of individual processes of Service design lifecycle stage
- Responsibilities of individual roles in Service Design stage, Prepare for passing certification test

### Additional information:

- Course material is in English to keep precise meaning of terms and definitions
- Course participants are provided with hot/cold drinks, lunch, snacks
- Individual and group assignments are part of the course to actively involve course participants
- Course is lead by experienced trainer with many years practical experience – ITIL Expert



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