

ITIL: Service Design (SD) - (Revision 1.6)

Course Overview

This hands-on course leads to a Certificate in ITIL Service Lifecycle Management - Service Design. Upon successful completion, students can expect to gain competency in introduction to Service Design, Service Design principles, Service Design processes, Service Design technology related activities, organization and technology for Service Design, understanding implementation approaches, challenges, and critical success factors & risks. The main focus is the Lifecycle itself, the use of process and practice elements used within it, and the management capabilities needed to deliver quality Service Management practices in an organization.

Course Outline

<u>Course Introduction</u>	3m
Course Introduction	
<u>Chapter 01 - Course Introduction</u>	13m
Lesson: Course Organization	
Welcome to the Course!	
Mentoring Community Introductions	
Why Are You Here?	
Using Bloom's Taxonomy	
What do you Expect?	
Housekeeping Online	
Lesson: Course Conventions & Agenda	
Conventions Used	
Quizzes & Exercises	
ITIL Qualification Scheme	
ITIL Intermediate Exam	
Getting Started with an Online Class	
Chapter 01 Review	
<u>Chapter 02 - Service Design</u>	57m
Lesson: Introduction to Service Design	
Service Design & the Service Lifecycle	
Managing Across the Lifecycle	
Purpose, Goals & Objectives of Service Design	
Scope of Service Design	
Value of Service Design	
The Context of Service Design	
Service Solution Design	
Balanced Design	
Lesson: Service Design Principles	

Principles of Service Design
Service Design Package
Requirements
Management Systems
Architecture & Technology Design
Process Design
Measurement Design
Service-Oriented Architecture
Selecting Service Design Models
Service Provider Models
Service Design Implementation Considerations
Service Design Technology & Design
Business Impale Analysis
Service Level Requirements
Service & Process Risks
Service Implementation
Service Measures
Service Design Challenges & Risks
Service Design Challenges
Service Design Risks
Service Design Critical Success Factors
Lesson: Service Design Summary
Service Design Summary
Checkpoint
Chapter 02 Review

Chapter 03 - Service Design Activities

47m

Lesson: Introduction to Design Activities

Design Activities

Service Design

Lesson: 5-Aspects of Service Design

Five Aspects of Service Design

Gather Requirements

Designing Service Solutions

Design Considerations

Design Supporting Management Systems

Support Systems

Service Portfolio

Service Portfolio Contents

Design Architecture & Support Technology

Enterprise Architecture

Technology Management

Design Support Process

Design Measurement Systems

Metrics Tree

Lesson: Subsequent Design Activities

Subsequent Design Activities

Evaluate Alternate Solutions

Procure Preferred Solution

Develop Service Solution

Service Design Package

Design Constraints

Lesson: Service Design Activities Summary

Service Design Activities Summary

Checkpoint

Chapter 03 Review

Chapter 04 - Service Design Processes

4h 35m

Lesson: Design Coordination

Introduction to Design Coordination

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities

Design Coordination Overview

Overall SD Lifecycle Activities

Policies & Methods

Resources & Capabilities

Coordinate Activities

Risks & Issues

Improvement

Individual Design Activities

Plan Design

Coordinate Design

Monitor Design

Review & Handoff

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Design Coordination Summary

Lesson: Service Catalog Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Service Catalog Views

Activities

Agree & Document Service Definition

Interface with Service Portfolio Management

Produce & Maintain Service Catalog

Interfacing

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Service Level Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Service Level Management

Overview of Service Level Management Process

SLA Frameworks

SLRs & SLAs

SLA Monitoring

Service Level Agreement Monitoring Chart

Improving Customer Satisfaction

Managing Underpinning Agreements

Service Reporting

Service Improvement Plan (SIP)

Managing & Revising SLAs and UCs

Contacts & Relationships

Feedback

Triggers, Inputs & Outputs

Service Level Management Relationships

Critical Success Factors

Challenges & Risks

Service Level Management Summary

Lesson: Availability Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities
Reactive Activities
Monitoring
Measurement
Analysis
Expanded Incident Lifecycle
Service Failure Analysis (SFA)
SFA Structure
Reporting
Proactive Activities
Determine Availability Requirements
Availability Design Concepts
Design for Availability
Failure Analysis
Risk Analysis & Management
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Availability Management Summary

Lesson: Capacity Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities
Sub-Process Areas
Underpinning Activities
Tuning & Optimization
Performance Tuning
Threshold Management & Control
Demand Management
Modeling & Trending
Application Sizing
Triggers, Inputs & Outputs
Relationships
Critical Success Factors
Challenges & Risks
Capacity Management Summary

Lesson: IT Service Continuity Management

Introduction
Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities

Initiation

Requirements & Strategy

Business Impact Analysis

Risk Analysis

Strategy

Implementation

On-going Operation

Triggers, Inputs & Outputs

Relationships

CSFs

Challenges & Risks

IT Service Continuity Summary

Lesson: Information Security Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Security Management Framework

Activities

Information Security Process

Establish Information Security Policy

Enforce Security Policy

Assess & Classify Information Assets

Security Controls & Risk Assessment

Monitor & Manage Security Breach

Analyze, Report & Reduce impact

Conduct Security Reviews & Audits

Triggers, Inputs & Outputs

Relationships

CSFs

Challenges & Risks

Information Security Management Summary

Lesson: Supplier Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities
Evaluate New Suppliers & Contracts
Supplier Evaluation
Contract Evaluation
Categorize Suppliers & Maintain SC MIS
Supplier Categorization Matrix
Establish New Suppliers & Contracts
Manage Supplier & Contract Performance
Renew/Terminate Contracts
Triggers, Inputs & Outputs
Relationships
CSFs
Challenges & Risks
Supplier Management Summary
Lesson: Service Design Processes Summary
Service Design Process Summary
Checkpoint
Chapter 04 Review

Chapter 05 - Technology, Organization & Implementation

1h 9m

Lesson: Technology-Related Activities

Technology-Related Areas
Requirements Engineering
Requirement Types
Functional Requirements
Management & Operational Requirements
Usability Requirements
Investigation Techniques
Issues
Documenting Requirements
Requirements Catalog
Outsourcing Requirements
Data & Information Management
Key Factors in Data Management
Scope of Data Management
Activities of Data Management
Application Management
Application & Service Portfolios
Application Frameworks
Design of Applications
Design Patterns
Other Concepts
Lesson: Organizing for Service Design

Who Does What to Whom?
The RACI Model
Functional Roles Analysis
Activity Analysis
Generic Roles & Responsibilities
Service Owner
Process Owner
Process Manager
Process Practitioner
Service Design Roles & Responsibilities
Service Design Manager
IT Planner
IT Designer/Architect
Design Coordination
Service Catalog Management
Service Level Management
Availability Management
IT Service Continuity Management
Capacity Management
Security Management
Supplier Management
Lesson: Implementing Service Design
Implementation Considerations
Implementation Steps
Establish High-Level Objectives
Assess Current Capabilities
Determine Measureable Targets
Implement Process Improvement
Implement Measurement Framework
Review & Improve
Lesson: Technology, Organization & Implementation Summary
Technology, Organization & Implementation Summary
Checkpoint
Chapter 05 Review
Course Closure

Total Duration: 7hrs 44m