IT Service Management

ITIL® Lifecycle - Service Design (SD)

The ITIL Service Design (SD) certificate is part of the ITIL Intermediate Lifecycle stream and one of the modules that leads to the ITIL Expert qualification

This qualification provides a complete management-level overview of service design, including all its related activities: To design IT services, to realise the strategy and to facilitate the introduction of these services into supported environments ensuring quality service delivery, customer satisfaction and cost-effective service provision.
This 4 day course immerses learners in the contents of the ITIL Service Design publication, with a management and governance focus, but not the specific detail of each of the design processes.

Benefits of Attending

- Creates insight in the concepts, processes, policies, and methods associated with the Service Design (SD) stage of the Service Lifecycle
- Creates management capabilities needed to deliver quality Service Management practices with a specific focus on the management and control of the activities and techniques within the SD stage
- Hold an internationally recognised certification of ITIL Intermediate Lifecycle Service Design

Course Structure

This course is a 4 day instructor-led course with limited class size. It uses a combination of lectures, group discussions, practical assessments and sample exams.
The course includes:

- A copy of the developed courseware
- Service Design pocket book
- The official ITIL Lifecycle SD Exam

We recommend that you have access to the ITIL SD core publication - alternatively we can provide it at a discounted price.

Who Should Attend

- Individuals who require a detailed understanding of the SD stage of the ITIL service lifecycle and how it may be implemented to enhance the quality of IT service provision
- IT professionals working within a service design environment and requiring an understanding of the concepts, processes, functions and activities involved to deliver
- Individuals who have attained the ITIL Foundation and wish to advance to higher level ITIL certifications

The target group includes but is not limited to:

- Managers, Supervisors & Team Leaders
- Service designers
- IT architects, IT planners & IT consultants
- IT audit managers
- IT security managers
- ITSM trainers involved in the management, co-ordination and integration of strategising activities within the service lifecycle

Fast Facts

- **Credits - 3 credits to ITIL Expert**
- **Duration - 4 days**
- **Delivery options:**
  - **In-house (classroom) delivery**
  - **National public schedule**

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UXC Training is proud to partner with ITpreneurs for ITIL training

Course Outline

- Introduction to service design
- Service design principles
- Service design processes
- Service design technology-related activities
- Organising for service design
- Technology considerations
- Implementation and improvement of service design
- Challenges, critical success factors and risks

Pre-requisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (2 credits) from the 2011 edition, V3 Foundation Course or V2 Foundation plus a Bridge Certificate.
Documentary evidence (a copy of the certificate) must be presented to be eligible for this certification level.

Advance Your Career - Your Next Steps

UXC Training offers the following courses for the next step in your ITIL journey:

- ITIL LIfecycle - Continual Service Improvement
- ITIL LIfecycle - Service Strategy
- ITIL LIfecycle - Service Transition
- ITIL Lifecycle - Service Operation
- ITIL Capability - Planning, Protection & Optimisation
- ITIL Capability - Release, Control and Validation
- ITIL Capability - Service Offerings & Agreements
- ITIL Capability - Operational, Support & Analysis
- ITIL Expert Program - Capability Track
- Managing Across the Lifecycle

Examination

Closed book, supervised exam.
Eight (8) multiple choice, scenario-based, gradient scored questions.
Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
Duration Maximum 90 minutes for all candidates in their respective language and there are provisions for additional time relating to language.
Pass Score 28/40 or 70%

Why choose UXC Training ?

UXC Training is focussed on ensuring you build your capability while progressing your career.

With real-world, practicing consultants as your trainers, you are assured to receive a rich and insightful education experience with experts from the field.

- **Peer Network -** Spend an intense period in a classroom - sharing war stories and experience, building your contacts and learning from experts and peers.
- **The highest exam pass rates** – our students consistently achieve above average.
- **The best courses at a competitive price**

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Or Enrol Online Now: itmanagementcollege.com.au/courses/itil_lifecycle_sd

UXC Training: bringing together Australian College of Project Management (ACPM) | Australian College of Change Management (ACCM) | IT Management College (ITMC)

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