

Course overview

ITIL V3 Service Design (HF438)



This 3 day course offers training towards a free-standing Service Design qualification, but is also one of the Lifecycle modules leading to the ITIL Expert qualification. The course covers all aspects of Service Design and is based upon the ITIL V3 core book of the same name.

Audience

All IT Staff, system and network administrators, application design and support staff, managers and executives who are responsible for the delivery and support of IT services in an organization. The course will be of particular interest to staff working or managing an IT Service Design role or wishing to include this module as part of their ITIL expert qualification.

Prerequisites

Existing holder of the ITIL V3 Foundation Certificate, or an earlier Foundation qualification and an ITIL V3 Foundation Bridge Certificate.

Course Objective

Upon successful completion of this course participants will:

- Gain a thorough understanding of the managerial and supervisory issues regarding IT Service Design processes and activities
- Be able to understand the important interfaces between Service Design and the other stages within the ITIL Service Lifecycle
- Be prepared to sit the formal ITIL Service Design examination

Benefits to You

- Identify the ITIL lifecycle and the fundamental processes involved in Service Design and how to integrate them into your business' IT service model
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency
- Learn to move the reactive relationship between IT and users to a proactive relationship

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Course Title: ITIL V3 Service Design

HP Product Number: HF438

Category/Subcategory: ITSM/ITIL

Course Length: 3 days

Level: Manager/Supervisory

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: Other modular courses form the Life-cycle or Capability streams leading to the ITIL Expert qualification

Detailed Course Outline

Introduction to Service Design

Service Design Principles

Service Operation Processes

- Service Catalogue Management
- Service Level Management
- Capacity Management
- Availability Management
- Service Continuity Management
- Information Security Management
- Supplier Management

Technology Related Activities

Organizing Service Design

Technology Considerations

Implementation Considerations

Formal Examination

- This is a closed book complex graded multiple-choice examination with 8 questions to be answered in 90 minutes. Students must get 70% correct in order to pass.
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