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What is ITIL® Intermediate Training - Service Design?

The ITIL® Intermediate Service Design training course is part of the ITIL Service Life Cycle stream, and will useful to delegates that wish to focus on the use of process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

ITIL® Intermediate Course Service Design Exam

The Service Design exam is a 90 minute closed book exam consisting of eight multiple choice, scenario based 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 achieves no marks.

Who is ITIL® Intermediate Training - Service Design intended for?

Before attending this course you must hold a valid ITIL Foundation Certificate.

Course Objectives

Upon completion of this ITIL® Intermediate Service Design training course you will have knowledge of:

- The importance of Service Management as a Practice concept and Service Design Principals, Purpose and Objective
- How all processes in ITIL Service Design interact with other Service Life Cycle Processes
- The sub-processes, activities, methods and functions used in each of the ITIL Service Design processes
- The roles and responsibilities within ITIL Service Design and the activities and functions to achieve Service Design excellence
- How to measure ITIL Service Design
- Technology and implementation considerations surrounding ITIL Service Design
- Challenges, Critical Success Factors and Risks associated to ITIL Service Design

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- Introduction to Service Design
- Service Design Principles
- Service Design Processes
- Service Design technology related activities
- Organizing for Service Design
- Consideration of Technology
- Implementation and improvement of Service Design

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