

ITIL® Intermediate Training - Service Design

The ITIL® Intermediate Service Design training course is part of the ITIL Service Lifecycle stream, and will be 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.

Objective

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 Principles, 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

Details

Duration: 3 Days

Who is this course for

Before attending this Service Design course you must hold an ITIL Foundation certificate. To obtain an ITIL Foundation certificate, attend our [ITIL Foundation training course](#).

Course Content

Modules:

- 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

