

## ITIL® Intermediate Lifecycle: Service Design

### Overview

The ITIL Intermediate certificate in Service Design (SD) is a course that can be run over three or four days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Service Design phase of the Service Lifecycle, aligned to the current version, ITIL: 2011. Delegates will also prepare for and sit a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the final day.

### Target Audience

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management. The Service Design Qualification would most likely suit the following candidates:

- Chief Information Officers
- Chief Technology Officers
- General IT Management
- Supervisor staff
- Team leaders
- Designers
- Architects
- Planners
- IT consultants
- IT audit managers
- IT security managers

IT professionals involved in continual service improvement

The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

### Course Objectives

The purpose of the ITIL Intermediate certificate in Service Design is to certify that the delegate has gained a thorough and detailed knowledge of design principles, advanced concepts, and has comprehended the essential management requirements for practices in this phase of the Service Management Lifecycle. When the delegate has completed this course, they should be confident in their ability to approach core design activities, such as: Gaining critical knowledge and practical guidance regarding the management principles and core concepts required to design new or modify existing IT services

Identifying and agreeing on the business requirements for input into the service design

Integrate Enterprise Architecture practices with service blueprinting

Apply IT standards and policies to decision-making for service design and

[Register Online](#)

### Schedule

Class Length: 4 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"  
ILT = "Instructor-Led-Training"

*This course is not currently available on the public schedule. Please contact us using the information in the footer below to inquire about future dates or to schedule a private class.*

improvement

Establish an account management and business engagement based on successful Service Level Management principles

Manage the risk of the organisation by reducing the exposure to availability and capacity Incidents

Integrate the Information Security Management System into the risk management practices of the organisation

Define and categorise IT services and offer them to the business in a coherent way

Improve service provisioning from an accurate and complete service catalogue

## Course Outline

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**Please contact the center for outline details**