

ITIL Service Design Lifecycle

OVERVIEW:

ITIL 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The Service Lifecycle stream focuses on ITIL practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the use of process and practice elements used within it.

The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is on the process activities, execution and use throughout the Service Lifecycle.

The ITIL SD (Service Design) course is part of the ITIL Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL Service Design Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace.

WHO WILL BENEFIT FROM THIS COURSE?

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL Service Design phase of the Lifecycle and the affected processes, functions and activities and their application.

PREREQUISITES:

An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment.

COURSE OBJECTIVES:

At the end of this course, you will learn:

- Service Design principles and service composition
- Activities and techniques within Requirements Engineering
- Functional roles analysis and use of the RACI matrix
- The types of tools that would benefit Service Design
- Activities and techniques associated with Application Management
- Designing supporting systems, especially the Service Portfolio
- Business Service Management (BSM) and Service Oriented Architecture (SOA) principles

SUNSET LEARNING INSTITUTE (SLI) DIFFERENTIATORS:

Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their cloud technology investments by providing convenient, high quality technical training that our customers can rely on. We empower students to master their desired technologies for their unique environments.

What sets SLI apart is not only our immense selection of trainings options, but our convenient and consistent delivery system. No matter how complex your environment is or where you are located, SLI is sure to have a training solution that you can count on!

Premiere World Class Instruction Team

- All SLI instructors have a four-year technical degree, instructor level certifications and field consulting work experience.
- Sunset Learning has won numerous Instructor Excellence and Instructor Quality Distinction awards since 2012

Enhanced Learning Experience

- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

Convenient and Reliable Training Experience

- You have the option to attend classes at any of our established training facilities or from the convenience of your home or office with the use of our HD-ILT network (High Definition Instructor Led Training)
- All Sunset Learning Institute classes are guaranteed to run – you can count on us to deliver the training you need when you need it!

Outstanding Customer Service

- Dedicated account manager to suggest the optimal learning path for you and your team
- Enthusiastic Student Services team available to answer any questions and ensure a quality training experience