



## Course 4573: ITIL® Service Design

### About this course

This 3-day (21 contact hour) course provides learners with the knowledge of management level concepts and core information of the activities and techniques within service design. To achieve the ITIL® Service Design certificate in IT service management you must complete all units and successfully pass the corresponding examination.

### Certification Examination Type and Duration

The ITIL Intermediate Qualification: Service Design Certificate is a free-standing qualification but is also part of the ITIL intermediate lifecycle stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL Service Design publication. Upon completion of the course, candidates may sit the optional ITIL® Service Design examination leading to the ITIL® Service Design Certificate in IT Service Management. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a multiple choice format that consists of eight (8) questions.

### Audience

This course is intended for individuals who require a detailed understanding of the ITIL® Service Design phase of the ITIL® Core Lifecycle and how it may be implemented to enhance the quality of IT service provisioning within their organization, as well as IT professionals working within or about to enter a Service Design environment and requiring an understanding of the concepts, processes, functions and activities involved.

This course is also intended for individuals seeking the ITIL® Expert in IT Service Management qualification, or the ITIL® Expert in IT Service Management qualification.

### Prerequisites

In order to take the ITIL® Service Design course, candidates must:

- Have passed the ITIL® Foundation certification exam
- In order to take the ITIL® Service Design exam, candidates must complete the ITIL® Service Design course and present a Certificate of Completion
- A basic IT literacy and around 2 years IT experience are highly desirable
- It is also recommended that candidates should complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Design publication in preparation for the examination, paying particular attention to the Service Design-specific terminology cited in the syllabus and defined in the Official ITIL Acronyms and the Official ITIL Glossary, noting new terms and questions to raise in class.

## Duration

3 days (21 hours).

## Learning Objectives

After completing this course, learners will be able to gain knowledge and understanding of:

- Introduction to service Design
- Service Design principles
- Service Design processes
- Service design technology-related activities
- Organizing for service Design
- Technology considerations
- Implementation and improvement of Service Design
- Challenges, critical success factors and risks.

## Course Outline

Module 1: Introduction to Service Design

Module 2: Service Design Principles

Module 3: Service Design Processes

Module 4: Service Design Technology Related Activities

Module 5: Service Design Organization

Module 6: Service Design Technology Considerations

Module 7: Service Design Implementation and Improvement

Module 8: Challenges, Risks, and Critical Success Factors

Module 9: Summary, Exam Preparation, and Directed Studies

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