Email: info@certificationsmaster.com
WhatsApp us @ +919311619773

ITIL Service Design

Email: info@certificationsmaster.com
WhatsApp us @ +919311619773

Overview

ITIL Service Design best practices enable IT departments to design services and govern practices, policies and procedures that facilitate the introduction of services into a live environment, thereby ensuring quality service delivery, customer satisfaction and cost-effective service provision. In this course, you learn how to plan, implement and optimize the Service Design processes and gain the skills required to take the ITIL Intermediate Qualification: Service Design Certification Exam.

ITIL SERVICE DESIGN Course Content

- Introduction and Overview
- Key Service Design Principles
- Five aspects of Service Design
- Four Ps of Design
- Primary Activities of Service Design
- Analyzing business requirements
- Achieving balance between design and existing strategies
- Service Design Processes
- Service Catalog Management (SCM)
- Service Level Management (SLM)
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Service Design and Technology
- Technology-related activities
- Organizing Service Design
- Implementation Challenges and Risks

Email: info@certificationsmaster.com
WhatsApp us @ +919311619773

Learning Objective

- Establishing and justifying the constraints for different IT services
- Developing and presenting a high-level security policy
- Preparing and justifying a continuity approach for a set of services
- Creating a financial justification for the purchase and deployment of Service Design tools
- Producing a draft Service Level Agreement (SLA)
- Completing Business Impact Analysis and Risk Management Prepare for and take the ITIL Intermediate Qualification: Service Design Certification Exam
- Define the goal, objectives and scope of Service Design
- Outline key activities for Service Design processes in the context of the Service Lifecycle
- Enhance the quality of IT service provision within an organization
- Measure Service Design processes using critical success factors and key performance indicators