

ITSM/ITIL v3 Service Lifecycle: Design

Course Summary

Description

This course leads to a Certificate in ITIL v3 Service Lifecycle Management - Service Design. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of the processes, functions and activities associated with the Service Design domain of the ITIL Service Lifecycle.

Topics

- Introduction to Service Design
- Service Design Principles
- Service Design Processes
- Service Design technology related activities
- Organization and technology for Service Design
- Understanding Implementation approaches, Challenges, Critical success factors & risks

Audience

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of v3 practices within the Service Lifecycle context. Prime focus is the Lifecycle itself, the use of process and practice elements used within it and the management capabilities needed to deliver quality Service Management practices in an organization.

Prerequisites

Students should have an ITIL v3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

Duration

Three days