

# ITIL: Service Design

## **Course Introduction**

3m

Course Introduction

## **Chapter 01 - Course Introduction**

13m

### **Lesson: Course Organization**

Welcome to the Course!

Mentoring Community Introductions

Why Are You Here?

Using Bloom's Taxonomy

What do you Expect?

Housekeeping Online

### **Lesson: Course Conventions & Agenda**

Conventions Used

Quizzes & Exercises

ITIL Qualification Scheme

ITIL Intermediate Exam

Getting Started with an Online Class

Chapter 01 Review

## **Chapter 02 - Service Design**

57m

### **Lesson: Introduction to Service Design**

Service Design & the Service Lifecycle

Managing Across the Lifecycle

Purpose, Goals & Objectives of Service Design

Scope of Service Design

Value of Service Design

The Context of Service Design

Service Solution Design

Balanced Design

### **Lesson: Service Design Principles**

Principles of Service Design

Service Design Package

Requirements

Management Systems

Architecture & Technology Design

Process Design

Measurement Design

Service-Oriented Architecture

Selecting Service Design Models

Service Provider Models

Service Design Implementation Considerations

Service Design Technology & Design

Business Impale Analysis

Service Level Requirements

Service & Process Risks

Service Implementation  
Service Measures  
Service Design Challenges & Risks  
Service Design Challenges  
Service Design Risks  
Service Design Critical Success Factors  
**Lesson: Service Design Summary**  
Service Design Summary  
Checkpoint  
Chapter 02 Review

## **Chapter 03 - Service Design Activities**

**47m**

### **Lesson: Introduction to Design Activities**

Design Activities  
Service Design

### **Lesson: 5-Aspects of Service Design**

Five Aspects of Service Design  
Gather Requirements  
Designing Service Solutions  
Design Considerations  
Design Supporting Management Systems  
Support Systems  
Service Portfolio  
Service Portfolio Contents  
Design Architecture & Support Technology  
Enterprise Architecture  
Technology Management  
Design Support Process  
Design Measurement Systems  
Metrics Tree

### **Lesson: Subsequent Design Activities**

Subsequent Design Activities  
Evaluate Alternate Solutions  
Procure Preferred Solution  
Develop Service Solution  
Service Design Package  
Design Constraints

### **Lesson: Service Design Activities Summary**

Service Design Activities Summary  
Checkpoint  
Chapter 03 Review

## **Chapter 04 - Service Design Processes**

**4h 35m**

### **Lesson: Design Coordination**

Introduction to Design Coordination  
Purpose, Goals & Objectives  
Scope

Value to the Business

Concepts

Activities

Design Coordination Overview

Overall SD Lifecycle Activities

Policies & Methods

Resources & Capabilities

Coordinate Activities

Risks & Issues

Improvement

Individual Design Activities

Plan Design

Coordinate Design

Monitor Design

Review & Handoff

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Design Coordination Summary

**Lesson: Service Catalog Management**

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Service Catalog Views

Activities

Agree & Document Service Definition

Interface with Service Portfolio Management

Produce & Maintain Service Catalog

Interfacing

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Summary

**Lesson: Service Level Management**

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Service Level Management

Overview of Service Level Management Process

SLA Frameworks

SLRs & SLAs

SLA Monitoring

Service Level Agreement Monitoring Chart  
Improving Customer Satisfaction  
Managing Underpinning Agreements  
Service Reporting  
Service Improvement Plan (SIP)  
Managing & Revising SLAs and UCs  
Contacts & Relationships  
Feedback  
Triggers, Inputs & Outputs  
Service Level Management Relationships  
Critical Success Factors  
Challenges & Risks  
Service Level Management Summary

**Lesson: Availability Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Concepts  
Activities  
Reactive Activities  
Monitoring  
Measurement  
Analysis  
Expanded Incident Lifecycle  
Service Failure Analysis (SFA)  
SFA Structure  
Reporting  
Proactive Activities  
Determine Availability Requirements  
Availability Design Concepts  
Design for Availability  
Failure Analysis  
Risk Analysis & Management  
Triggers, Inputs & Outputs  
Relationships  
Critical Success Factors  
Challenges & Risks  
Availability Management Summary

**Lesson: Capacity Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Concepts  
Activities  
Sub-Process Areas  
Underpinning Activities

Tuning & Optimization  
Performance Tuning  
Threshold Management & Control  
Demand Management  
Modeling & Trending  
Application Sizing  
Triggers, Inputs & Outputs  
Relationships  
Critical Success Factors  
Challenges & Risks  
Capacity Management Summary

### **Lesson: IT Service Continuity Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Concepts  
Activities  
Initiation  
Requirements & Strategy  
Business Impact Analysis  
Risk Analysis  
Strategy  
Implementation  
On-going Operation  
Triggers, Inputs & Outputs  
Relationships  
CSFs  
Challenges & Risks  
IT Service Continuity Summary

### **Lesson: Information Security Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Concepts  
Security Management Framework  
Activities  
Information Security Process  
Establish Information Security Policy  
Enforce Security Policy  
Assess & Classify Information Assets  
Security Controls & Risk Assessment  
Monitor & Manage Security Breach  
Analyze, Report & Reduce impact  
Conduct Security Reviews & Audits  
Triggers, Inputs & Outputs  
Relationships

CSFs

Challenges & Risks

Information Security Management Summary

**Lesson: Supplier Management**

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities

Evaluate New Suppliers & Contracts

Supplier Evaluation

Contract Evaluation

Categorize Suppliers & Maintain SCMIS

Supplier Categorization Matrix

Establish New Suppliers & Contracts

Manage Supplier & Contract Performance

Renew/Terminate Contracts

Triggers, Inputs & Outputs

Relationships

CSFs

Challenges & Risks

Supplier Management Summary

**Lesson: Service Design Processes Summary**

Service Design Process Summary

Checkpoint

Chapter 04 Review

**Chapter 05 - Technology, Organization & Implementation**

1h 9m

**Lesson: Technology-Related Activities**

Technology-Related Areas

Requirements Engineering

Requirement Types

Functional Requirements

Management & Operational Requirements

Usability Requirements

Investigation Techniques

Issues

Documenting Requirements

Requirements Catalog

Outsourcing Requirements

Data & Information Management

Key Factors in Data Management

Scope of Data Management

Activities of Data Management

Application Management

Application & Service Portfolios

Application Frameworks

Design of Applications

Design Patterns

Other Concepts

**Lesson: Organizing for Service Design**

Who Does What to Whom?

The RACI Model

Functional Roles Analysis

Activity Analysis

Generic Roles & Responsibilities

Service Owner

Process Owner

Process Manager

Process Practitioner

Service Design Roles & Responsibilities

Service Design Manager

IT Planner

IT Designer/Architect

Design Coordination

Service Catalog Management

Service Level Management

Availability Management

IT Service Continuity Management

Capacity Management

Security Management

Supplier Management

**Lesson: Implementing Service Design**

Implementation Considerations

Implementation Steps

Establish High-Level Objectives

Assess Current Capabilities

Determine Measureable Targets

Implement Process Improvement

Implement Measurement Framework

Review & Improve

**Lesson: Technology, Organization & Implementation Summary**

Technology, Organization & Implementation Summary

Checkpoint

Chapter 05 Review

Course Closure

**Total Duration: 7hrs 44m**