

2012

ITIL® Service Design (SD) Video Training Guide



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Document Information

► Texts with this treatment are Alerts, and indicate important concepts.

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ITIL® eTrainer

Mentored Learning Video Training Program

Although this online, web-based course is available to you 24 hours a day, 7 days a week over the span of your license, you must exercise the same diligence and discipline as though you were sitting in a classroom program. The following training plan was designed to help you complete the video, reading and testing components of this ITIL certification program in an orderly fashion.

Step #1 - Locate the Important Documents Included within your Video Training Program

Please make note of four very important printable documents that are included with your course. If you have difficulty with the printing options please reach out to support@itsmsolutions.com for assistance.

- **Student Manual & Study Guide** – Chapter 1's table of contents of contains a copy of the student manual. The manual includes the instructor slides with amplifying information for each slide, the course syllabus, a glossary along with other support documents. Each video module also includes a student **Study Guide** which can be used to take notes throughout the training program.
- **Syllabus** – The syllabus for each class is located at the back of the student manual.
- **Checkpoint Booklet** – The checkpoint guide provides two very different types of study aids to the student. The multiple-choice quiz helps instill the terminology and knowledge of the subject area while the scenario based exercises help expand the knowledge gained to fit the context of the overall business environment.
- **Sample Exams** – The last section of each course contains sample exams provided by the official accreditor for those students looking to sit the actual certification exam.

Step #2 - Purchase and read a copy of the ITIL Core Book associated with the classes you are taking

Although not mandatory to sit for the exam, the accreditor strongly recommends that students purchase and read a copy of the ITIL Core book associated with the class being purchased. The reading of the ITIL book will help students prepare for the exam in addition to helping them understand how to apply what they just learned in a real-world environment, ITIL core books can be purchased from our book store @ <http://www.itgovernanceusa.com/category/291.aspx> or at amazon.com

Step #3 - Join our Online Mentoring Community & Sign Up for our Continuing Education Newsletter

The first step in establishing a connection to the mentoring community is to become a member of the LinkedIn Group “My ITSM Mentoring Community.” You can do this by going online to the professional networking community www.Linkedin.com, registering as a member (if you are not already a member), and joining the group [My ITSM Mentoring Community™](#). You may go directly to the group by clicking on the “Mentoring Community” link just below the “Login” link on the opening page of the online Learning course.

Once you are a member you can post your questions on the discussion board. The discussion board is monitored daily (9 AM to 9PM Eastern Time) by our team of ITIL Expert Mentors along with other students taking the online training programs. This forum will enable you to get answers to any questions you might have as you go through the program you purchased.

Students should also [register](#) to receive our periodic Do IT Yourself (DITY) continuing education newsletter. Each newsletter provides practical guidance on the key topics associated with ITIL and ITSM. Missed an issue? The DITY™ archive contains all issues organized by topic. Select a topic of interest and browse our archive for all the back-issues.

Step #4 - Follow the Video Training Plan Listed Below

The training plan below outlines in order the reading, lectures and testing components a student must complete to successfully prepare for the exam. Please refer to them in the order shown below.

If you are attending a scheduled **classroom or blended learning program**, please follow the schedule outlined by your training provider. If you are taking a **remote program**, feel free to set up a training schedule that aligns best with personal and professional schedules.

1. Read the Syllabus Sections Identified in the Video Training Plan
This will help you become familiar with the exam qualification scheme
2. Read the Core Publication Sections Identified in the Video Training Plan
While reading the core books is not mandatory to sit for the exam, the syllabus strongly recommends it as part of it's prerequisite entry criteria
3. Watch the Video Lectures and Reach out to the Community with Questions
Watch the instructor lectures on video, refer to the student manual for amplifying information, reach out to the community with questions, take notes in the workbook & complete all module exams & checkpoints until you score an 80% or higher
4. Take the Sample Exams to Understand your Exam Readiness
Review relevant videos & courseware to shore up problem areas. Reach out to the mentoring community for exam taking advice. Work with the training provider to schedule your exam when you have scored an 80% or higher on the sample exams

ITIL® Service Design (SD) Video Training Guide

For each section listed, read the syllabus first followed by the core book section then the video training program

Self-Paced Training Schedule (set by the student)	Chapter/Lesson/Topic	Read the Syllabus	Read the Service Design core ITIL book sections listed below (optional but highly recommended)	Watch Videos	Section Complete √
				Take Notes in Workbook	
				Refer to Courseware for Amplifying Text	
				Complete End of Chapter Quizzes and Checkpoints	
Dates	Chapter 1: Course Introduction	Section #	Section #	Video #	
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Course Organization			1.0	
	Welcome to the Course!	n/a	n/a	1.1	
	Mentoring Community Introductions	n/a	n/a	1.2	
	Why Are You Here?	n/a	n/a	1.3	
	Using Bloom's Taxonomy	n/a	n/a	1.4	
	What do you Expect?	n/a	n/a	1.5	
	Housekeeping Online	n/a	n/a	1.6	
	Lesson 2 Course Conventions & Agenda			2.0	
	Conventions Used	n/a	n/a	2.1	
	Quizzes & Exercises	n/a	n/a	2.2	
	ITIL Qualification Scheme	n/a	n/a	2.3	
	ITIL Intermediate Exams	n/a	n/a	2.4	
	Getting Started with an Online Class	n/a	n/a	2.5	
	Chapter 1 Review	n/a	n/a	2.6	
	Chapter 2: Service Design Introduction				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 3 Introduction to Service Design			1.0	
	Service Design & the Service Lifecycle	SD01	1.1.1, 3.2	1.1	
	Managing Across the Lifecycle	SD01	1.1.1, 3.2	1.2	
	Purpose, Goals & Objectives of Service Design	SD01	1.1.1, 3.2	1.3	
	Scope of Service Design	SD01	1.1.2, 3.1.3	1.4	
	Value of Service Design	SD01	1.1.4, 3.1.4	1.5	
	The Context of Service Design	SD01	1.2	1.6	
	Service Solution Design	SD02	3.7.1	1.7	
	Balanced Design	SD02	3.3	1.8	
	Lesson 4 Principles of Service Design			2.0	
	Principles of Service Design	SD02	3.1.1, 3.1.5, 3.7	2.1	
	Service Design Package	SD01	3.12 Appendix A	2.2	

Requirements	SD02	3.7.1	2.3
Management Systems	SD02	3.7.2	2.4
Architecture & Technology Design	SD02	3.7.3	2.5
Process Design	SD02	3.7.4	2.6
Measurement Design	SD02	3.7.5	2.7
Service-Oriented Architecture (SOA)	SD02	3.10	2.8
Selecting Service Design Models	SD02	3.11	2.9
Service Provider Models	SD02	3.11	2.1
Service Design Implementation Considerations	SD06	7	2.11
Service Design Technology & Design	SD06	7.2	2.12
Business Impact Analysis	SD07	8.1	2.13
Service Level Requirements	SD07	8.2	2.14
Service & Process Risks	SD07	8.3	2.15
Service Implementation	n/a	n/a	2.16
Service Measures	SD07	8.5	2.17
Service Design Challenges & Risks	SD08	9.1, 9.2	2.18
Service Design Challenges	SD08	9.1	2.19
Service Design Risks	SD08	9.2	2.2
Service Design Critical Success Factors	n/a	n/a	2.21
Lesson 5 Service Design Summary			3.0
Service Design Summary	n/a	n/a	3.1
Checkpoint Instructions	n/a	n/a	3.2
End of Chapter Quiz			
Chapter 2 Review			3.3
Chapter 3: Services Design Activities			1
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Design Activities	SD02	3.6, 3.8, 3.9	1.1
Service Design			1.2
Lesson 6 5-Aspects of Service Design			2.0
Five Aspects of Service Design	SD02	3.7	2.1
Gather Requirements	SD02	3.7.1	2.2
Designing Service Solutions	SD02	3.7.1	2.3
Design Considerations	SD02	3.7.1	2.4
Design Supporting Management Systems	SD02	3.7.2	2.5
Support Systems	SD02	3.7.2	2.6
Service Portfolio	SD02	3.7.2	2.7
Service Portfolio Contents	SD02	3.7.2	2.8
Design Architecture & Support Technology	SD02	3.7.3	2.9
Enterprise Architecture	SD02	3.7.3	2.1
Technology Management	SD02	3.7.3	2.11
Design Support Processes	SD02	3.7.4	2.12
Design Measurement Systems	SD02	3.7.5	2.13

	Metrics Tree	SD02	3.7.5	2.14	
	Lesson 7 Subsequent Design Activities			3.0	
	Subsequent Design Activities	n/a	n/a	3.1	
	Evaluate Alternate Solutions	n/a	n/a	3.2	
	Procure Preferred Solution	n/a	n/a	3.3	
	Develop Service Solutions	n/a	n/a	3.4	
	Service Design Package	n/a	n/a	3.5	
	Design Constraints	n/a	n/a	3.6	
	Lesson 8 Service Design Activities Summary			4.0	
	Service Design Activities Summary	n/a	n/a	4.1	
	Checkpoint Instructions	n/a	n/a	4.2	
	End of Chapter Quiz	n/a	n/a		
	Chapter 3 Review	n/a	n/a	4.3	
	Chapter 4: Service Design Processes			1	
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 9 Design Coordination			1.0	
	Introduction to Design Coordination	SD03	4.1.1	1.1	
	Purpose, Goals & Objectives	SD03	4.1.1	1.2	
	Scope	SD03	4.1.2	1.3	
	Value to the Business	SD03	4.1.3	1.4	
	Concepts	SD03	4.1.4	1.5	
	Activities	n/a	n.a	1.6	
	Design Coordination Overview	n/a	n.a	1.7	
	Overall Service Design Lifecycle Activities	SD03	Fig 4.2	1.8	
	Policies & Methods	SD03	Fig 4.2	1.9	
	Resources & Capabilities	SD03	Fig 4.2	1.1	
	Coordinated Activities	SD03	Fig 4.2	1.11	
	Risks & Issues	SD03	Fig 4.2	1.12	
	Improvement	SD03	Fig 4.2	1.13	
	Individual Design Activities	n/a	n.a	1.14	
	Plan Design	n/a	n.a	1.15	
	Coordinate Design	n/a	n.a	1.16	
	Monitor Design	n/a	n.a	1.17	
	Review & Handoff	n/a	n.a	1.18	
	Triggers, Inputs & Outputs	SD03	4.1.6	1.19	
	Relationships	SD03	4.1.6	1.20	
	Critical Success Factors	SD03	4.1.8	1.21	
	Challenges & Risks	SD03	4.1.9	1.22	
	Design Coordination Summary	n/a	n/a	1.23	
	Lesson 10 Service Catalog Management			2.0	
	Introduction	SD03	4.2.1	2.1	
	Purpose Goals & Objectives	SD03	4.2.1	2.1	

Scope	SD03	4.2.2	2.3
Value to the Business	SD03	4.2.3	2.4
Concepts	SD03	4.2.4	2.5
Service Catalog Views	SD03	4.2.4	2.6
Activities	n/a	n/a	2.7
Agree & Document Service Definition	n/a	n/a	2.8
Interface with Service Portfolio Management	n/a	n/a	2.9
Product & Maintain Service Catalog	n/a	n/a	2.10
Interfacing	n/a	n/a	2.11
Triggers, Inputs & Outputs	SD03	4.2.6	2.12
Relationships	SD03	4.2.6	2.13
Critical Success Factors	SD03	4.2.8	2.14
Challenges & Risks	SD03	4.2.9	2.15
Summary	n/a	n/a	2.16
Lesson 11 Service Level Management			3.0
Introduction to Service Level Management	SD03	4.3.1	3.1
Purpose, Goals & Objectives of Service Level Management	SD03	4.3.1	3.2
Scope of Service Level Management	SD03	4.3.2	3.3
Value of Service Level Management	SD03	4.3.3	3.4
Concepts of Service Level Management	SD03	4.3.4	3.5
Activities of Service Level Management	n/a	n/a	3.6
SLM Overview	SD03	Fig 4.6	3.7
SLA Frameworks	n/a	n/a	3.8
SLRs & SLAs	n/a	n/a	3.9
SLA Monitoring	n/a	n/a	3.10
Service Level Agreement Monitoring Chart	n/a	n/a	3.11
Improving Customer Satisfaction	n/a	n/a	3.12
Managing Underpinning Agreements	n/a	n/a	3.13
Service Reporting	n/a	n/a	3.14
Service Improvement Plan	n/a	n/a	3.15
Managing & Revising SLAs & UCs	n/a	n/a	3.16
Contacts & Relationships	n/a	n/a	3.17
Feedback	n/a	n/a	3.18
Triggers, Inputs & Outputs	SD03	4.3.6	3.19
Service Level Management Relationships	SD03	4.3.6	3.20
Critical Success Factors	SD03	4.3.8	3.21
Challenges & Risks	SD03	4.3.9	3.22
Service Level Management Summary	n/a	n/a	3.23
Lesson 12 Availability Management			4.0
Introduction	SD03	4.4.1	4.1
Purpose, Goals & Objectives	SD03	4.4.1	4.2
Scope	SD03	4.4.2	4.3
Value to the Business	SD03	4.4.3	4.4

Concepts	SD03	4.4.4	4.5
Activities	n/a	n/a	4.6
Reactive Activities	n/a	n/a	4.7
Monitoring	n/a	n/a	4.8
Measurement	n/a	n/a	4.9
Analysis	n/a	n/a	4.1
Expanded Incident Lifecycle	n/a	n/a	4.11
Service Failure Analysis (SFA)	n/a	n/a	4.12
SFA Structure	n/a	n/a	4.13
Reporting	n/a	n/a	4.14
Proactive Activities	n/a	n/a	4.15
Determine Availability Requirements	n/a	n/a	4.16
Availability Design Concepts	n/a	n/a	4.17
Design for Availability	n/a	n/a	4.18
Failure Analysis	n/a	n/a	4.19
Risk Analysis & Management	n/a	n/a	4.20
Triggers, Inputs & Outputs	SD03	4.4.6	4.21
Relationships	SD03	4.4.6	4.22
Critical Success Factors	SD03	4.4.8	4.23
Challenges & Risks	SD03	4.4.9	4.24
Availability Management Summary	n/a	n/a	4.25
Lesson 13 Capacity Management			5.0
Introduction	SD03	4.5.1	5.1
Objective	SD03	4.5.1	5.2
Scope	SD03	4.5.2	5.3
Value to the Business	SD03	4.5.3	5.4
Concepts	SD03	4.5.4	5.5
Activities	n/a	n/a	5.6
Sub-Process Areas	SD03	Fig 4.16	5.7
Underpinning Activities	SD03	Fig 4.16	5.8
Tuning & Optimization	n/a	n/a	5.9
Performance Tuning	SD03	Fig 4.20	5.10
Threshold Management & Control	n/a	n/a	5.11
Demand Management	n/a	n/a	5.12
Modeling & Trending	n/a	n/a	5.13
Application Sizing	n/a	n/a	5.14
Triggers, Inputs & Outputs	SD03	4.5.6	5.15
Relationships	SD03	4.5.6	5.16
Critical Success Factors	SD03	4.5.8	5.17
Challenges.	SD03	4.5.9	5.18
Summary	n/a	n/a	5.19
Lesson 14 IT Service Continuity Management			6.0
Introduction	SD03	4.6.1	6.1

	Objective	SD03	4.6.1	6.2
	Scope	SD03	4.6.2	6.3
	Value to the Business	SD03	4.6.3	6.4
	Concepts	SD03	4.6.4	6.5
	Activities	n/a	n/a	6.6
	Initiation	n/a	n/a	6.7
	Requirements & Strategy	n/a	n/a	6.8
	Business Impact Analysis	n/a	n/a	6.9
	Risk Analysis	n/a	n/a	6.10
	Strategy	n/a	n/a	6.11
	Implementation	n/a	n/a	6.12
	On-going Operation	n/a	n/a	6.13
	Triggers, Inputs & Outputs	SD03	4.6.6	6.14
	Relationships	SD03	4.6.6	6.15
	CSFs	SD03	4.6.8	6.16
	Challenges	SD03	4.6.9	6.17
	Summary	n/a	n/a	6.18
	Lesson 15 Information Security Management			7.0
	Introduction	SD03	4.7.1	7.1
	Objective	SD03	4.7.1	7.2
	Scope	SD03	4.7.2	7.3
	Value to the Business	SD03	4.7.3	7.4
	Concepts	SD03	4.7.4	7.5
	Security Management Framework	SD03	4.7.4	7.6
	Activities	n/a	n/a	7.7
	Information Security Process	SD03	Fig 4.24	7.8
	Establish Information Security Policy	n/a	n/a	7.9
	Enforce Security Policy	n/a	n/a	7.10
	Assess & Classify Information Assets	n/a	n/a	7.11
	Security Controls & Risk Assessment	n/a	n/a	7.12
	Monitor & Manage Security Breach	n/a	n/a	7.13
	Analyze, Report & Reduce Impact	n/a	n/a	7.14
	Conduct Security Reviews & Audits	n/a	n/a	7.15
	Triggers, Inputs & Outputs	SD03	4.7.6	7.16
	Relationships	SD03	4.7.6	7.17
	Critical Success Factors	SD03	4.7.8	7.18
	Challenges	SD03	4.7.9	7.19
	Information & Security Management Summary	n/a	n/a	7.20
	Lesson 16 Supplier Management			8.00
	Introduction	SD03	4.8.1	8.1
	Objective	SD03	4.8.1	8.2
	Scope	SD03	4.8.2	8.3
	Value to the Business	SD03	4.8.3	8.4

Concepts	SD03	4.8.4	8.5
Activities	SD03	Fig 4.27	8.6
Evaluate New Suppliers & Contracts	n/a	n/a	8.7
Supplier Evaluation	n/a	n/a	8.8
Contract Evaluation	n/a	n/a	8.9
Categorize Suppliers & Maintain SCD	n/a	n/a	8.10
Supplier Categorization Matrix	n/a	n/a	8.11
Establish New Suppliers & Contracts	n/a	n/a	8.12
Manage Supplier & Contract Performance	n/a	n/a	8.13
Renew/Terminate Contracts	n/a	n/a	8.14
Triggers, Inputs & Outputs	SD03	4.8.6	8.15
Relationships	SD03	4.8.6	8.16
Critical Success Factors	SD03	4.8.8	8.17
Challenges & Risks	SD03	4.8.9	8.18
Summary	n/a	n/a	8.19
Lesson 17 Service Design Process Summary			9.0
Service Design Process Summary	n/a	n/a	9.1
Checkpoint Instructions	n/a	n/a	9.2
End of Chapter Quiz			
Chapter 4 Review			9.3
Chapter 5: Technology Organization & Implementation			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 18 Technology Related Activities			1.0
Technology Related Areas	SD04	5.1, 5.2, 5.3	1.1
Requirements Engineering	SD04	5.1	1.2
Requirement Types	SD04	5.1	1.3
Functional Requirements	SD04	5.1	1.4
Management & Operational Requirements	SD04	5.1	1.5
Usability Requirements	SD04	5.1	1.6
Investigation Techniques	SD04	5.1	1.7
Issues	SD04	5.1	1.8
Documenting Requirements	SD04	5.1	1.9
Requirements Catalog	SD04	5.1	1.1
Outsourcing Requirements	SD04	5.1	1.11
Data & Information Management	SD04	5.2	1.12
Key Factors in Data Management	SD04	5.2	1.13
Scope of Data Management	SD04	5.2	1.14
Activities of Data Management	SD04	5.2	1.15
Application Management	SD04	5.3	1.16
Application & Service Portfolios	SD04	5.3	1.17
Application Frameworks	SD04	5.3	1.18
Design of Applications	SD04	5.3	1.19

Design Patterns	SD04	5.3	1.20
Other Concepts	SD04	5.3	1.21
Lesson 19 Organizing Service Design			2.0
Who Does What to Whom?	SD05	3.7.4.1,3.7.4.2, 6.4	2.1
The RACI Model	SD05	3.7.4.1,3.7.4.2, 6.4	2.2
Functional Roles Analysis	SD05	3.7.4.1,3.7.4.2, 6.4	2.3
Activity Analysis	SD05	3.7.4.1,3.7.4.2, 6.4	2.4
Generic Roles & Responsibilities	SD05	6.3	2.5
Service Owner	SD05	6.3	2.6
Process Owner	SD05	6.3	2.7
Process Manager	SD05	6.3	2.8
Process Practitioner	SD05	6.3	2.9
Roles & Responsibilities	SD05	6.3	2.1
Service Design Manager	SD05	6.3	2.11
IT Planner	SD05	6.3	2.12
IT Designer/Architect	SD05	6.3	2.13
Design Coordination	SD05	6.3	2.14
Service Catalog Management	SD05	6.3	2.15
Service Level Management	SD05	6.3	2.16
Availability Management	SD05	6.3	2.17
Continuity Management	SD05	6.3	2.18
Capacity Management	SD05	6.3	2.19
Security Management	SD05	6.3	2.2
Supplier Management	SD05	6.3	2.21
Lesson 20 Implementing Service Design			3.0
Implementation Considerations	SD07	8.1, 8.2, 8.3	3.1
Implementation Steps	SD07	8.4	3.2
Establish High-Level Objectives	SD07	8.4	3.3
Assess Current Capabilities	SD07	8.4	3.4
Determine Measurable Targets	SD07	8.4	3.5
Implement Process Improvement	SD07	8.4	3.6
Implement Measurement Framework	SD07	8.5	3.7
Review & Improve	SD07	8.5	3.8
Lesson 21 Technology Organization, & Implementation Summary			4.0
Technology Organization & Implementation Summary	n/a	n/a	4.1
Checkpoint Instructions	n/a	n/a	4.2
End of Chapter Quiz			
Chapter 5 Review			4.3
Course Closure			4.4
Appendix: Service Design Lifecycle Syllabus			
Appendix: Service Design Package	SD01	3.12 Appendix A	
Requirements	SD01	3.12 Appendix A	
Service Design	SD01	3.12 Appendix A	

	Organizational Readiness Assessment	SD01	3.12 Appendix A		
	Service Lifecycle Plan	SD01	3.12 Appendix A		
	Appendix: Service Design Inputs & Outputs				
	Service Design Inputs & Outputs	SD01	3.12		
	Service Design I/O with Service Strategy	SD01	3.12		
	Service Design I/O with Service Transition	SD01	3.12		
	Service Design I/O with Service Operation	SD01	3.12		
	Service Design I/O with Continual Service Improvement	SD01	3.12		
	ITIL Glossary				
	Exam Sample Paper #1				
	Exam Sample Paper #2				

Exam Scheduling

Assuming you have scored an 80% or higher on all module exams and sample exams you are now ready to schedule and take your certification exam