

# ITIL: Service Design

## Part 01

### Course Introduction

Course Introduction

7m

### Introduction

Introduction

Course Organization

Agenda - Overview

Courseware Usage

Courseware Conventions

ITIL Lifecycle Exam

ITIL Qualification Scheme

Getting Started

Free Stuff

Review

10m

### ITIL Concepts

ITIL Concepts

You say ITIL, I say...

Origins of ITIL

ITSM - A Real World of Experience

Process Oriented ITIL

Lifecycle Oriented ITIL

The History of ITIL

Why Refresh?

Need-to-Know ITSM Concepts

Good Practice

IT Service Management

Service

Service Model

Framing Service Value

Function - Process - Role

What is a Process?

Process Characteristics

IT Governance & Service Lifecycle

The Service Lifecycle - Value to the Business

Review

40m

## Part 02

### Service Design

Service Design

The Service Lifecycle

Managing Through the Lifecycle

The Context of Service Design

Service Design Principles & Processes

Service Design - Introduction

Scope

1h 4m

Value  
Service Solution Design  
Balanced Design  
Service Design Principles  
Service Design Package  
Requirements  
Management Systems  
Architecture & Technology Design  
Process Design  
Measurement Design  
SOA & BSM  
Service Provider Models  
Service Design Processes  
Service Design Implementation Considerations  
Service Design Technology & Design  
Business Impact Analysis  
Service Level Requirements  
Service & Process Risks  
Service Implementation  
Service Measures  
Service Design Challenges & Risks  
Service Design Challenges  
Service Design Risks  
Review

## **Part 03**

### **Service Design Activities**

48m

Service Design Activities  
Design Activities  
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 Processes  
Design Measurement Systems  
Metrics Tree  
Subsequent Design Activities  
Evaluate Alternate Solutions  
Procure Preferred Solution  
Develop Service Solution  
Service Design Package  
Design Constraints  
Review

## Part 04

### **Service Catalog Management**

29m

Service Catalog Management

Introduction

Objective

Scope

Value to the Business

Concepts

Triggers, Inputs & Outputs

Activities

Agree & Document Service Definition

Interface with Service Portfolio Management

Produce & Maintain Service Catalog

Interfacing

Relationships

Information

Metrics & Measures

Challenges, CSFs & Risks

Challenges

CSFs

Risks

Summary

Review

### **Service Level Management**

44m

Service Level Management

Introduction

Objective

Scope

Value to the Business

Concepts

Triggers, Inputs & Outputs

SLM Overview

Activities

SLA - Frameworks

SLRs & SLAs

SLM Monitoring

Improving Customer Satisfaction

Managing Underpinning Contracts

Service Reporting

Service Reviews

Managing SLAs & UCs

Contacts & Relationships

Complaints & Compliments

Relationships

Information

Metrics & Measures

Challenges, CSFs & Risks

Challenges

CSFs

Risks

Summary

Review

## Part 05

### **Capacity Management**

47m

Capacity Management  
Introduction  
Objective  
Scope  
Value to the Business  
Concepts  
Triggers, Inputs & Outputs  
Activities  
Sub-Process Areas  
Underpinning Activities  
Tuning & Optimization  
Performance Tuning  
Threshold Management & Control  
Demand Management  
Modeling & Trending  
Application Sizing  
Relationships  
Information  
Metrics & Measures  
Challenges, CSFs & Risks  
Challenges  
CSFs  
Risks  
Summary  
Review

### **Availability Management**

1h 7m

Availability Management  
Introduction  
Objective  
Scope  
Value to the Business  
Concepts  
Triggers, Inputs & Outputs  
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  
Relationships  
Information  
Metrics & Measures

Challenges, CSFs & Risks  
Challenges  
CSFs  
Risks  
Summary  
Review

## **IT Service Continuity Management**

32m

IT Service Continuity Management  
Introduction  
Objective  
Scope  
Value to the Business  
Concepts  
Triggers, Inputs & Outputs  
Activities  
Initiation  
Requirements & Strategy  
Business Impact Analysis  
Risk Analysis  
Strategy  
Implementation  
On-going Operation  
Relationships  
Information  
Metrics & Measures  
Challenges, CSFs & Risks  
Challenges  
CSFs  
Risks  
Summary  
Review

## **Part 06**

### **Information Security Management**

40m

Information Security Management  
Introduction  
Objective  
Scope  
Value to the Business  
Concepts  
Triggers, Inputs & Outputs  
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  
Relationships  
Information

Metrics & Measures  
Challenges, CSFs & Risks  
Challenges  
CSFs  
Risks  
Summary  
Review

## **Supplier Management**

43m

Supplier Management  
Introduction  
Objective  
Scope  
Value to the Business  
Concepts  
Triggers, Inputs & Outputs  
Activities  
Evaluate New Suppliers & Contracts  
Supplier Evaluation  
Contract Evaluation  
Categorize Suppliers & Maintain SCD  
Supplier Categorization Matrix  
Establish New Suppliers & Contracts  
Manage Supplier & Contract Performance  
Renew/Terminate Contracts  
Relationships  
Information  
Metrics & Measures  
Challenges, CSFs & Risks  
Challenges  
CSFs  
Risks  
Summary  
Review

## **Part 07**

### **Service Design Technology-Related Activities**

32m

Service Design Technology-Related Activities  
Technology-Related Areas  
Requirements Engineering  
Requirement Types  
Functional Requirements  
Management & Operational Requirements  
Usability  
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  
Review

### **Organizing for Service Design**

24m

Organizing for Service Design  
Who Does What to Whom?  
The RACI Model  
Functional Roles Analysis  
Activity Analysis  
Roles & Responsibilities  
Process Owner  
Service Design Manager  
IT Planner  
IT Designer/Architect  
Service Catalog Manager  
Service Level Manager  
Availability Manager  
Continuity Manager  
Capacity Manager  
Security Manager  
Supplier Manager  
Review

### **Implementing Service Design**

19m

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  
Review  
Course Closure

Total Duration: 9 hrs 6 min