



**ITIL® Intermediate Service Design (SD) Certification
Training - Brochure**



Get a Management-level overview of Service Design to advance in your Career

The Importance of ITIL®

As the world's most widely used IT Service Management (ITSM) framework, ITIL (Information Technology Infrastructure Library) has a reach that spreads across industry verticals and types of organisations. Based on global best practices, ITIL provides tools and processes through which enterprises and public sector organisations are enabled to maximise value and provide high quality services. Productivity, cost efficiencies and customer experience are all favorably impacted by employing the ITIL methodology.

Key Benefits of ITIL for Businesses

- Supports business results
- Enables and facilitates the process of business change
- Improves customer experience
- Facilitates the management of risk
- Optimises return on investment and value of services
- Shows a path for continual service improvement

Did You Know?

According to an AXELOS survey, 95% of 380 global respondents believed that ITIL is growing in importance or maintaining its steady adoption rate due to trends like Cloud and Agile.

Source: www.axelos.com

About ITIL Intermediate SD Certification Course

The ITIL Service Lifecycle approach is divided between five core publications, each of which represents a lifecycle stage:

- ITIL Service Strategy (**SS**)
- ITIL Service Design (**SD**)
- ITIL Service Transition (**ST**)
- ITIL Service Operation (**SO**)
- ITIL Continual Service Improvement (**CSI**)

As one of the qualifications in the ITIL Service Lifecycle stream, ITIL Intermediate Service Design (SD) puts the focus on the accurate design of IT services. With this certification, you will know the architecture, processes, policies and documentation that will enable the design of services that align with organisational and program objectives.



® The Official ITIL Accreditor 2017

About Invensis Learning

Invensis Learning is a pioneer in providing globally-recognised certification training courses for individuals and enterprises worldwide. Our training methodology coupled with high quality courseware have enabled organisations to achieve high-impact learning with increased knowledge, competence, and performance.

We offer courses in various categories such as Project Management, IT Service Management, IT Security and Governance, Quality Management, Agile Project Management, DevOps, and Cloud Courses. We have trained 10000+ professionals worldwide and are a trusted partner for Fortune 500 companies, small and medium businesses, and government organisations to deliver globally-recognised training and certification programs. Invensis Learning certification training programs are adhered to global standards such as PMI, TUV SUD, AXELOS, ISACA, DevOps Institute, and PEOPLECERT.

Get Invensis Learning Advantage

- PEOPLECERT Accredited Training Organisation, A.T.O. ID is 2778
- AXELOS Certified Partner
- Expert trainers with international training and consulting experience
- Exam fees included in the training
- Full-length practice tests with answers and explanations for each question
- Interactive and engaging learning sessions that maximise your learning outcomes
- Instructor-led classroom trainings that are always on schedule
- 21 Contact Hours / PDUs certificate provided
- Get ITIL Intermediate SD certified in only 2 days
- Classes across 108+ locations worldwide
- In-house training programs available for enterprises
- Customised ITIL Intermediate SD training workshops for individuals
- Attractive discounts for group of 4 or more participants

Why Get ITIL Intermediate Service Design (SD) Certified

Learn new techniques



By taking up our certification training program, you will gain in-depth knowledge, about service design principles, techniques and relationships, and will learn how to interpret and analyse them. You will understand how to apply what you learn in the subject matter for the design of effective IT service solutions and seamless integration of the ITSM process, to deliver positive results for your organisation.

Gain a holistic view of the Service Lifecycle



In order to understand the functioning of the Service Lifecycle as a whole, knowledge of service design is vital. The module explains how service design is connected to the other lifecycle stages.

Enhance work performance



The ITIL Intermediate SD module will educate you about principles, processes, technology-related activities, implementation and improvement and challenges, risk management and success factors. With this knowledge, you can considerably improve your contribution in your current ITSM job role.

Move forward towards ITIL Expert



The three credits associated with ITIL Intermediate Service Design certification can be used for making the required 17 for ITIL Managing Across the Lifecycle (MALC) and the required 22 for ITIL Expert. These higher level certifications require a broader, balanced perspective of ITIL and are assigned considerable value by employers for senior management roles.

Become a global ITSM professional



The ITIL Intermediate SD qualification is globally recognised and will help you to capitalise on rewarding career opportunities. The credential puts a spotlight on your resume and potential recruiters attach considerable value to it.

Who Will Benefit from ITIL SD Certification

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers
- Capacity managers
- Availability managers
- Service level managers
- Business continuity managers
- Service portfolio managers
- ITSM trainers
- IT professionals
- Individuals seeking the ITIL Expert and Master certificate

Did You Know?

The highest average annual salary for ITIL Intermediate certified professionals can go up to ~USD 156,000 in the USA, ~USD 130,000 in the UK, ~USD 118,000 in Australia, and ~USD 100,000 in the UAE (as on January 31, 2015).

Source: www.payscale.com

About ITIL Intermediate SD Exam

Eligibility Criteria

- You must have achieved ITIL Foundation Certificate in IT Service Management
- You must have successfully completed an accredited course for the module from an Accredited Training Organisation (ATO)
- Basic IT literacy and around 2 years of IT experience are recommended

Exam Format

- 8 complex multiple-choice, scenario-based questions
- Exam Duration: 90 minutes (one and half hours)
- Pass Score: 28 marks (out of 40 available), equivalent to 70%
- Closed book

ITIL Intermediate SD Course Overview

1. Introduction to Service Design

- a. Purpose, goals, objectives, scope and value of Service Design
- b. The context of Service Design in the ITIL Service Lifecycle
- c. Service Design inputs and outputs and use of service design package

2. Service Design Principles

- a. Holistic Service Design, service composition and the 4 Ps
- b. The five aspects of Service Design
- c. The importance of and approach to balanced design

d. Service requirements, business requirements and drivers

e. Design activities and their constraints

- Design aspects
- Designing service solutions
- Designing supporting systems
- Design processes
- Designing measurement systems and metric
- Service oriented architecture principles
- Service Design models

3. Service Design Processes

a. Purpose, goals, objectives, scope, value to business, policies, principles and basic concepts

b. Service Design processes:

- Design co-ordination
- Service catalogue management
- Service level management
- Availability management
- Capacity management
- IT Service continuity management
- Information security management
- Supplier management

4. Service Design Technology Related Activities

- a. Service Design activities and techniques within data and information management
- b. Service Design activities and techniques associated with application management
- c. Service Design activities and techniques associated with application management

5. Organizing for Service Design

- a. Functional roles analysis and use of the RACI matrix
- b. Functions within Service Design
- c. The roles and responsibilities within Service Design

6. Technology Considerations

- a. Types of tools that would benefit Service Design
- b. Requirements for service management tools

7. Implementation and Improvement of Service Design

- a. Service Design issues relating to business impact analysis, service level requirements and risks
- b. The six state implementation approach
- c. Measurements of Service Design, a pre-requisite for success

8. Challenges, Critical Success Factors and Risks

- a. Challenges and risks
- b. Critical success factors and KPIs

9. Summary and Directed Studies


- a. Review of key concepts





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