Elements of this syllabus are subject to change.

About this course
The ITIL® Intermediate Qualification: Service Design Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL® Service Design publication.

Target Audience
The course syllabus covers the management-level concepts and core information of the activities and techniques within service design, but not specific details about each of the supporting processes. The main target group for the ITIL® Intermediate Qualification: Service Design Certificate includes, but is not restricted to:

- 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
- ITSM trainers involved in the ongoing management, coordination and integration of design activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL® service design stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within, or about to enter, a service design environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- Individuals seeking the ITIL® Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite

At Course Completion
This qualification provides a complete management-level overview of service design, including all its related activities. Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:
ITIL® Service Lifecycle – Design

- Introduction to service design
- Service design principles
- Service design processes
- Service design technology-related activities
- Organising for service design
- Technology considerations
- Implementation and improvement of service design
- Challenges, critical success factors and risks

Prerequisites
Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management which must be presented as documentary evidence to gain admission. Candidates who hold the following ITIL® qualifications are also eligible, and similar evidence will be required:

- Earlier ITIL® (V2) Foundation plus Foundation Bridge
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes)

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Course Introduction
- Course Introduction

Module 1 - Course Introduction

Lesson: Course Organisation
- 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
- Module 1 Review

Module 2 - Service Design

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 Impact Analysis
- Service Level Requirements
- Service & Process Risks
- Service Implementation

Lesson: Service Measures
- 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
- Module 2 Review

Module 3 - Service Design Activities

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
- Module 3 Review

Module 4 - Service Design Processes

Lesson: Design Coordination
- Introduction to Design Coordination
- Purpose, Goals & Objectives
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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
Activities
Security Management Framework
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

Lesson: Supplier Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities
Evaluate New Suppliers & Contracts
Supplier Evaluation
Contract Evaluation
Categorise Suppliers & Maintain SCMIS
Supplier Categorisation 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
Module 4 Review

Module 5 - Technology, Organisation & Implementation

Lesson: Technology-Related Activities

Technology-Related Areas
Requirements Engineering
Requirement Types
Functional Requirements
Management & Operational Requirements
Usability Requirements
Investigation Techniques
Issues
Documenting Requirements
Requirements Catalogue
Outsourcing Requirements
Data & Information Management
Key Factors in Data Management
Scope of Data Management
Activities of Data Management
### Table of Contents

- Application Management
- Application & Service Portfolios
- Application Frameworks
- Design of Applications
- Design Patterns
- Other Concepts

**Lesson: Organising 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 Catalogue 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, Organisation & Implementation Summary**

- Technology, Organisation & Implementation Summary
- Checkpoint
- Module 5 Review
- Course Closure