

For more information, contact
Pultorak & Associates, Ltd.
Seattle | Philadelphia | Manila
Phone +1 (206) 729-1107
Fax +1 (206) 418-6757
Web: www.pultorak.com
Email: info@pultorak.com

ITIL® V3 Intermediate Qualification: Service Design (SD)

Course Description

Pultorak & Associates' ITIL® Version 3 (V3) Intermediate Qualification: Service Design (SD) course is a four-day (21-contact hour) course leading to the ITIL® Intermediate Qualification: SD Certificate. The SD Certificate is a freestanding qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules leading to the ITIL® Expert in IT Service Management Certificate.

The purpose of this course 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. The ITIL® Certificate in SD is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

Class size is limited to maximum of 12 participants to one trainer for an accredited delivery, with no minimum class size required for an accredited delivery of this course.

Certification Examination Type and Duration

Upon completion of the course, candidates may sit the optional ITIL® V3 Intermediate Qualification examination leading to the ITIL® Intermediate Qualification: SD Certificate. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a complex multiple choice format and consists of eight (8) scenario-based, gradient scored questions. Each question will have four possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. Proof of attendance at an accredited training course will be required prior to taking the exam.

Who Should Attend?

The SD course is intended for:

- CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, and 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 phase of the ITIL® core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- 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 seeking the ITIL® Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL® Master in IT Service Management for which the ITIL® Expert is a prerequisite

For more information, contact
Pultorak & Associates, Ltd.
Seattle | Philadelphia | Manila
Phone +1(206)729-1107
Fax +1(206)418-6757
Web: www.pultorak.com
Email: info@pultorak.com

Participant Prerequisites

Participants who wish to be eligible for the examination should provide documentary evidence prior to the course that they hold the ITIL® Foundation Certificate (the V3 Foundation or V2 Foundation plus Bridge Certificate). It is recommended that participants complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination.

Learning Outcomes

Following completion of this training, the candidate will know:

- The importance of Service Management as a practice concept and Service Design principles, purpose, and objectives
- How ITIL® Service Design interacts with other Service Lifecycle Processes
- The activities, methods, and functions used in each of the ITIL® Service Design processes
- The roles and responsibilities within ITIL® Service Design and the activities and functions to achieve operational excellence
- How to explain how to measure ITIL® Service Design
- Technology and implementation considerations surrounding ITIL® Service Design

Course Outline

- Introduction to Service Design
- Service Design Principles
- Service Design Processes
- Service Catalog Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Supplier Management
- Service Design Technology-related Activities
- Organizing for Service Design
- Consideration of Technology
- Implementation and Improvement of Service Design
- Summary, Exam Preparation, and Directed Studies

Why Pultorak for This Course?

Pultorak & Associates' industry experts have years of experience in ITIL® and its implementation. We are active contributors to the content and strive to ensure that the concepts are backed by real-world examples and critical insights that help you chart your own path to achieve your goals with ITIL®. Our experienced instructors have lived the subject matter and are also versed in creating meaningful, engaging participant-centered adult learning, delivering value to you like no one else can.

For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, info@pultorak.com, or visit our website at www.pultorak.com.