



ITIL® V3 LIFECYCLE COURSE: SERVICE DESIGN

Certificate: ITIL® Service Design | Duration: 3 days | Course Delivery: Classroom, Courseware Licensing

Credits: 3 Credits to ITIL Expert™ and 22 PMI PDUs | *subject to external change*

OWLPOINT TRAINING

OwlPoint in partnership with ITSM Academy provides a series of comprehensive IT Service Management education services.

SERVICE CATALOG

Our robust Service Catalog includes all levels of IT Infrastructure Library™ (ITIL®), ISO/IEC 20000, Microsoft Operations Framework (MOF) and Process Design (CPDE) Certification Courses, as well as Workshops, Simulations, and eLearning including; **Apollo 13 an ITSM Simulation**, **Visible Ops** and **CobIT**.

ACCREDITATIONS

All of our Certification Courseware is developed in-house and accredited by independent, international organizations.

PMI PDUs

As a Project Management Institute (PMI®) R.E.P., our courses earn Professional Development Units (PDUs).

ABOUT OWLPOINT

OwlPoint, is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL.

Training Delivered in our Classrooms... or yours

- ▶ Service Design brings the output of Service Strategy to life by designing new or changed services that satisfy business objectives and are secure, resilient and reliable. Based on the Service Design publication of the ITIL V3® core library, this course focuses on the planning, implementing and optimizing of Service Design processes, plans, policies and standards that ultimately will be used to transition and operate the service in the production environment.

Embedded into this three (3) day course is our unique virtualization, **Living the Lifecycle®**. Woven through all of our ITIL® V3 Certification classes, it brings V3 processes and concepts to life. Within a virtual business environment, we introduce a service and then follow it from strategic decision through implementation. **Living the Lifecycle®** successfully enables active learning by encouraging the participants to:

- ▶ Discuss and understand pure ITIL® concepts
- ▶ Apply concepts to a "neutral" real world situation
- ▶ Learn different perspectives
- ▶ Reinforce examinable concepts

LEARNING OBJECTIVES:

Upon successful completion learners will understand:

- ▶ Management, application and control of all Service Design inputs, outputs, activities and concepts
- ▶ Service Design principles and management of processes
- ▶ Control and coordination of technology related activities and issues
- ▶ Analysis, justification and selection of the implementation approaches
- ▶ Challenges, critical success factors and risks

CERTIFICATION:

Successfully passing (70%) the 90 minute exam consisting of eight (8) complex, multiple choice scenario-based questions leads to the ITIL® V3 Intermediate Certificate.

PREREQUISITES:

Candidates for this course have:

- ▶ ITIL® V3 Foundation – obtained through ITIL® V3 Foundation or Bridge Course
- ▶ Recommended:
 - 2 years IT Service Management experience
 - A minimum of 21 hours of personal study

ITIL EXPERT™:

Earn 3 credits of the 22 required to achieve the ITIL Expert™ Certification.

PROJECT MANAGEMENT INSTITUTE (PMI®) PROFESSIONAL DEVELOPMENT UNITS (PDUs):

OwlPoint in partnership with ITSM Academy is recognized by PMI® as a Global Registered Education Provider (R.E.P.). Project Management Professionals earn **22** PDUs upon completion of this course.

ITIL® is a registered trademark of the Office of Government Commerce



HELPING IT ORGANIZATIONS ACHIEVE THEIR FULL POTENTIAL

...educate & inspire*



ITIL® V3 LIFECYCLE COURSE: SERVICE DESIGN

Certificate: ITIL® Service Design | Duration: 3 days | Course Delivery: Classroom, Courseware Licensing
Credits: 3 Credits to ITIL Expert™ and 22 PMI PDUs | *subject to external change*

AUDIENCE:

The primary audience is:

- ▶ 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 requiring a detailed understanding of the Service Design stage and how it may be implemented to enhance the quality of IT service provision within an organization
- ▶ Individuals seeking to achieve the ITIL Master or ITIL Expert™ Certification

INSTRUCTORS:

As with all our Training, our instructors have successful track records as IT professionals and bring that acumen into the classroom. Utilizing the highest quality content, our trainers blend their real life experiences into lively classroom discussion. Trainers for this course are ITIL Experts™, Service Design Certified and have successfully completed the Service Design Train-the-Trainer Program.

COURSE / STUDENT MATERIALS:

Upon registration, a pre-course reading list will be provided. Learners will need to complete the reading assignment and bring the Service Design book to class.

- ▶ Three (3) Days Instructor Led Training and Exercise Facilitation (21 Contact Hours)
- ▶ Learner Manual (excellent post-class reference)
- ▶ Study Aids and Sample Exams, Exam Preparation
- ▶ Participation in a Unique Series of Case Study-Based Exercises - **Living the Lifecycle®**
- ▶ In-Class Examination

Note: The ITIL® V3 library books are not included. Learners must bring their own copy of Service Design to class, which is available at www.itsmbookstore.com. Upon registration, learners are emailed a copy of the official syllabus to identify class pre-reading.

DELIVERY METHODS:

- ▶ Public Classroom
- ▶ Corporate Classroom
- ▶ Courseware Licensing

COURSE LOGISTICS:

- ▶ Prerequisite Certification must be Provided Prior to Class Start
- ▶ Contact Hours is 21
- ▶ Maximum Learners per Instructor is 12
- ▶ Traditional Classroom or U-shaped Seating Arrangement
- ▶ 2 Break-out Rooms where Available - Whiteboard, Flipchart, Projector

