

TI123**PROCESS MANAGEMENT**

ITIL® 2011: Intermediate – Service Design (SD) - Lifecycles with Exam

DURATION
3 DAYS**REGULAR FEE**
2 475 \$**PREFERENTIAL FEE**
2 225 \$

Objectives

To provide the knowledge and skills required to describe the disciplines, processes and their objectives, roles and functions related to the implementation and management of IT service design. Participants will be given the opportunity to put ITIL® principles into practice, and will be prepared to put the skills they have acquired to use in order to successfully pass the APMG exam.

Targeted audience

Managers and personnel involved in the implementation of any IT service design process.

Prerequisite

ITIL® 2011 Foundation Certification or ITIL®V3 Foundation Certification (Course TI111) or having passed the upgrade exam from V2 to V3. It is also strongly recommended that candidates read the principal ITIL publications on the life cycle of services, and particularly "Service Transition" (2011 edition) before beginning the training for certification.

Content

- Introduction to service design
- Principles of service design
- Service design processes and activities:
 - Design coordination
 - Service catalog management
 - Service level management
 - Availability management
 - Capacity management
 - Service continuity management
 - Information security management
 - Supplier management
 - Technological considerations
- Service design - implementation
- Challenges, critical factors for success, and risks involved
- Each discipline will be examined with a focus on the following aspects:
 - Goals and objectives of disciplines
 - Basic concepts
 - Process model and activities
 - Values of the process
 - Roles and responsibilities
 - Key metrics, challenges, critical success factors and risks
- Exam preparation
- Exam

Material Note

The training material used is based on the following APMG syllabus: The ITIL Intermediate Qualification I Service Design Certificate_v5.4 Live. The course is given in French by a bilingual trainer, using English training material.

Exam Note

Exam note: Practice exams provided by APMG will be distributed to participants in order to help them prepare for the certification exam. The

DATES*

Accreditation and partners association



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exam is in English, as it has not yet been translated by APMG.

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