

# ITIL® LifeCycle : service Design certification à distance incluse

Cours Pratique de 3 jours

Réf : YTD - Prix 2022 : nous consulter

ITIL® consists of five main publications : Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream: The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it. The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle. The course prepares candidates for the ITIL® LifeCycle : service Design.

## OBJECTIFS PÉDAGOGIQUES

À l'issue de la formation l'apprenant sera en mesure de :

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

## PÉDAGOGIE ET PRATIQUES

An interactive approach to provide valuable conceptual knowledge of international standards.

Lessons, exercises, courses notes and discussions based on international standards.

## CERTIFICATION

The purpose of the ITIL® 3/2011 LifeCycle, Service Design, certification is to impart, test and validate knowledge about industry practices in service management. This certification is a stand-alone qualification, but is also part of the ITIL® Intermediate Lifecycle flow and is one of the modules leading to the ITIL® Expert certificate in IT Service Management. An ITIL® Foundation certificate is required and preferably two years of work experience in an IT service management environment. The ITIL® 3/2011 LifeCycle, Service Design certification is recognized worldwide with permanent validity. Its passage lasts 1 hour 30 minutes and is made up of 8 questions. It takes place in English and with a closed book, the learner cannot refer to the resources of his choice during his passage. The score for passing the exam is 70%. If successful, a unique electronic certificate is issued and the candidate receives 3 points for the ITIL qualification scheme.

## PARTICIPANTS

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers.

## PRÉREQUIS

An ITIL® Foundation certificate is required and preferably two years of work experience in an IT Service Management environment.

## COMPÉTENCES DU FORMATEUR

Les experts qui ont conçu la formation et qui accompagnent les apprenants dans le cadre d'un tutorat sont des spécialistes des sujets traités. Ils ont été validés par nos équipes pédagogiques tant sur le plan des connaissances métiers que sur celui de la pédagogie, et ce pour chaque cours. Ils ont au minimum cinq à dix années d'expérience dans leur domaine et occupent ou ont occupé des postes à responsabilité en entreprise.

## MODALITÉS D'ÉVALUATION

Le formateur évalue la progression pédagogique du participant tout au long de la formation au moyen de QCM, mises en situation, travaux pratiques... Le participant complète également un test de positionnement en amont et en aval pour valider les compétences acquises.

## MOYENS PÉDAGOGIQUES ET TECHNIQUES

Les moyens pédagogiques et les méthodes d'enseignement utilisés sont principalement : documentation et support de cours, exercices pratiques d'application et corrigés des exercices, études de cas ou présentation de cas réels. ORSYS fournit aux participants un questionnaire d'évaluation du cours qui est ensuite analysé par nos équipes pédagogiques. Une attestation de fin de formation est fournie si l'apprenant a bien suivi la totalité de la formation.

## MODALITÉS ET DÉLAIS D'ACCÈS

L'inscription doit être finalisée 24 heures avant le début de la formation.

## ACCESSIBILITÉ AUX PERSONNES HANDICAPÉES

Vous avez un besoin spécifique d'accessibilité ? Contactez Mme FOSSE, référente handicap, à l'adresse suivante [pshaccueil@orsys.fr](mailto:pshaccueil@orsys.fr) pour étudier au mieux votre demande et sa faisabilité.

# LE PROGRAMME

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dernière mise à jour : 01/2022

## 1) Course introduction

- Service design -introduction.
- Purpose and objectives.
- Scope of service design.
- Service design processes.
- Value to the business.
- Inputs and outputs within the service lifecycle.
- The service design package.
- Service acceptance criteria.
- The ITIL® certification scheme.
- The exam format.

## 2) Principles

- Service design principles and service composition.
- Importance and approach to a balanced design.
- Service requirements, business requirements and drivers.
- Design activities and constraints.
- Principles and the five aspects of service design.
- The 5 design aspects.
- Designing service solutions components.
- Designing management systems (service portfolio).
- Designing measurement systems.
- Designing technology architectures.
- Designing processes.
- Service oriented architecture (SOA).
- Service design models.
- Delivery models, sourcing options.
- Design and development options.
- Design and development approaches.

## 3) Processes

- Key links, inputs and outputs of service design.
- In-depth design coordination.
- Service catalog management.
- Service level management.
- Capacity management.
- Availability management.
- IT service continuity management.
- Information security management.
- Supplier management.

## 4) Technology related activities

- Requirements engineering.
- Documenting requirements.
- Data and information management.
- Application management.

## 5) Organizing for service design

- Functions and organizational structures.

- The RACI model.
- Roles and activity analysis.
- Roles and responsibilities within service design.

#### 6) technology considerations

- Service design tools.
- Service management tools.
- Tool evaluation criteria.

#### 7) Implementing service strategy

- Service design activities related to BIA, SLR's Risks.
- Six stage implementation approach.
- CSF's and KPI's.
- Prerequisites for success.
- Risks.

#### 8) Exam preparation

- Sample exams.
- Feedback.
- Recap.

#### 9) Certification

- Certification exam.