

# ITIL V3 Service Design (SD) with Certification Exam (3 days)

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 in IT Service Management Certificate. 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.



## What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

## Target Audience

The main target group for the ITIL Intermediate Qualification: Service Design Certificate includes, but is not restricted to 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.

The course syllabus covers the management and control of the activities and techniques within Service Design, but not the detail of each of the supporting processes.

This course syllabus may also be of interest to:

- 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

## Learning Objective

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

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

In addition the training for this certification should include examination preparation, including a mock examination opportunity.

## Prerequisite Entry Criteria

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission..

## Eligibility for the exam

To be eligible for the ITIL Intermediate Qualification: Service Design examination, the candidate must have fulfilled the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

- Hold the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate
- It is also recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design book in preparation for the examination

## Lecture and Exercises

Practical exercises will be used during the delivery of our accredited course to meet the learning objectives of the syllabus. These will be used to enhance the reinforcement of the learning objectives.

## Learning Objectives

Following the completion of this course, the candidate will know:

- The importance of Service Management as a Practice concept and Service Design Principals, Purpose and Objective
- How all processes in ITIL Service Design interact with other Service Lifecycle Processes
- The sub-processes, 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 Service Design excellence
- How to measure ITIL Service Design
- Technology and implementation considerations surrounding ITIL Service Design
- Challenges, Critical Success Factors and Risks associated to ITIL Service Design.

## Exam format

Eight (8) multiple choice, scenario-based, gradient scored questions.

Each question will have 4 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.

Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

Prerequisite: ITIL V3 Foundation Certificate or ITIL V2 Foundation plus Bridge Certificate and completion of an accredited Course from an ITIL Accredited Training Provider

- Supervised: Yes
- Open Book: No
- Pass Score: 28/40 or 70%
- Distinction Score: TBC
- Delivery: Online or Paper Based Examination

## Trainer Competence

This syllabus can only be delivered to target groups by an accredited training provider and trainer.

Our course meets the following qualifications:

Accredited Training Organization

- We are registered and in good standing with the Official Accreditor ITIL Operational Support and Analysis

ITIL V3 SD Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

ITIL V3 Expert Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

## Duration

Three days – includes lecture, exam preparation and exam

## Contact Information

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