



## ITIL® V3 CERTIFICATION: SERVICE LIFECYCLE - DESIGN

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### **COURSE DESCRIPTION**

This 3 day program leads to a Certificate in ITIL V3 Service Lifecycle Management - Service Design. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of the processes, functions and activities associated with the Service Design domain of the ITIL® Service Lifecycle. Upon successful completion of the education and examination, students can expect to gain competencies in the following IT Service Design areas:

- Introduction to Service Design
- Service Design Principles
- Service Design Processes
- Service Design technology related activities
- Organization and technology for Service Design
- Understanding Implementation approaches, Challenges, Critical success factors & risks

### **WHO SHOULD ATTEND**

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of V3 practices within the Service Lifecycle context. Prime focus is the Lifecycle itself, the use of process and practice elements used within it and the management capabilities needed to deliver quality Service Management practices in an organization.

### **PREREQUISITES**

Students must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 Foundations course. It is highly recommended, although not mandatory, that each student read the corresponding ITIL book associated with the Intermediate certification class they are attending.

### **EXAM**

An optional eight question, ninety minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board

(ISEB). Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded three credits towards ITIL Expert® certification upon successful completion of the exam.

## REFERENCE MATERIAL

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

## CREDITS EARNED

- 3 ITIL Expert Credits
- 22 PDU Credits

Program Accredited By 

*ITIL® courses are offered through itSM Solutions LLC, which is an accredited training provider.*