

ITIL® Service Lifecycle Certificate in Service Design

Overview

The ITIL Lifecycle in Service Design Course is one of the five courses that fit into the lifecycle stream for ITIL certification. This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to have a comprehensive understanding of the processes and roles described in the Service Design element of the Service Management lifecycle.

Course Benefits

The ITIL Framework is a source of good practice in service management. ITIL is used by organizations world-wide to establish and improve capabilities in service management. Service Management is a set of specialized organisational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specializations in strategy, design, transition, operation, and continual improvement. The capabilities represent a service organization's capacity, competency, and confidence for action. The act of transforming resources into valuable services is at the core of service management. Without these capabilities, a service organisation is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

Course Objective

The main focus of the course is covered by the Service Design volume of the IT Infrastructure Library® (ITIL®).

The core volume of Service Design provides guidance on the operation of new or changed services for introduction into the live environment.

Target Audience

- Managers who have attained the ITIL Foundation certificate in Service Management certificate and who wish to advance to higher level ITIL certifications
- Managers who require a practical understanding of the Service Design processes and how they may be used to enhance the quality of IT service within an organization
- Operational staff involved in Service Catalogue Management, Service Level Management, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, and Supplier
- Management, who wish to enhance their role-based capabilities

Prerequisites

- Possession of ITIL Foundation Certificates or ITIL V2 Foundation plus Bridging Certificate.

On attending the course please ensure you provide documented evidence that you have passed the ITIL Foundation course by either presenting your certificate (or a copy of your certificate) to the course lecturer. If you cannot provide the physical certificate, then as a minimum you must provide the certificate number. Failure to comply with these pre-requisites will result in delegates' results being withheld by the PeopleCert.

Delegates are required to complete 21 hours of pre-course reading prior to attending this course. Please spend this time re-familiarizing yourself with the foundation level material as you will need this knowledge for the course you will be attending.

Examination

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. 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. The pass mark is 28 marks from 40 (70%).

If taking an exam, delegates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided to PeopleCert. Please note that if proof is not provided within 40 days, candidate's exam results will be null and void and a re-sit would be required.

Duration

3days

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Course Booking
Or

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