



**HEROTECH**  
NETWORK PROFESSIONAL TRAINING

## IT infrastructure Library

<b>Related Certificate</b>	<b>ITIL® Intermediate Qualification: Service Design Certificate</b>
<b>Course ID</b>	ITIL v3
<b>Related Exams</b>	Intermediate (Lifecycle stream)
<b>Audience</b>	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
<b>Duration</b>	3 Days

PROFE

## **ITIL® Intermediate Qualification: Service Design Certificate**

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.

### The Course Coverage

- Introduction to Service Design
- Service Design Principles
- Service Design Processes
- Common Service Design Activities
- Organizing Service Design
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and Risks

### Course Modules

The ITIL Service Design course has been divided into 8 modules to cover the Introduction to Service Management and each of the five Service Lifecycle books as follows:

Module 1 - Introduction to service design

Module 2 - Service design principles

Module 3 - Service design processes

Module 4 - the activities of Service Design

Module 5 - Service Design Organization

Module 6 - Implementation & Technology Considerations

Module 7 - Challenges, critical success factors and risks

*Herotec is Accredited Organization through APMG International, provides training on all aspects of the ITIL curriculum .*

<http://www.apmg-international.com/AccreditedOrganisations/Herotec.aspx>

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