



The “Service Design” seminar deals with methods for analyzing, documenting, and coordinating all service requirements within an IT organization structured according to ITIL®.

At the end of this module, participants will be able to develop a solution architecture with the processes used in this stage that corresponds to the requirements and framework conditions of the service strategy. We will also look at analysis of the service management system with the associated tools, which are intended to provide the relevant support.

Content

- Processes and functions relating to
 - Service catalogue management
 - Service level management
 - Capacity management
 - Availability management
 - IT service continuity management
 - Information security management
 - Supplier management
- Organization
- Methods, techniques, and tools
- Implementation
- Exam preparation and Service Design certification

Certification

The certification exam follows the seminar. It consists of eight multiple-choice questions based on scenarios. Participants must answer at least 70% of these questions correctly in 90 minutes to pass the exam. Three credits are awarded for a pass.

Candidates who take the exam in a language that is not their first, and participants with special requirements (such as health conditions) are entitled to extra time for the exam. Please inform us at the registration stage if you would like us to request from EXIN an extended exam time for you.

Participants

Executives, process managers, IT consultants, and project managers, who are responsible for introducing and implementing ITIL® processes.

Prerequisites

ITIL® Foundation Certificate in IT Service Management (v3 or later) or the ITIL® Foundation Bridge certificate, and completion of the Service Design course at an accredited training organization.

Length 2.5 days

Prices & more information

<http://education.excccon.com/>

Seminar terms

All prices are subject to statutory VAT. The General Terms and Conditions of excccon AG apply. We also offer this seminar as in-house training and in German.

contact & registration:

excccon AG
Tal 11
80331 München

Phone: +49 (0)89-189 04 775 55
Fax: +49 (0)89-189 04 775 99

education@excccon.com
<http://education.excccon.com>