

## **THE ITIL® EXPERT QUALIFICATION: SERVICE DESIGN CERTIFICATE**

The ITIL® Expert Qualification: Service Design Certificate – is a free-standing qualification, but also one of six modules that lead to the ITIL Intermediate Expert in IT Service Management. 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 and strategy as documented in the ITIL Service Design Book.

### **Target Group**

The target group of the ITIL® Expert Qualification: Service Design Certificate is:

- 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 organisation.
- IT professionals working within, or about to enter, a Service Design environment and requiring a detailed understanding of the processes, functions and activities involved.
- Individuals seeking the ITIL® Expert in IT Service Management for which this qualification is one of the six prerequisite modules.
- Individuals seeking progress towards the ITIL® Advanced Expert in IT Service Management for which the ITIL® Expert is a prerequisite.

Upon successful completion of the education and examination related to this certification, it is reasonable to expect a better understanding of the content of the ITIL® Service Design book, which is a key element of the ITIL® Service Lifecycle.

### **Learning Objectives**

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

- Introduction to Service Design
- Service Design Principles
- Service Design Processes
- Service Design technology related activities
- Organisation and technology for Service Design (hva er forskjell på denne og forrige?)
- Understanding Implementation approaches, Challenges, Critical success factors and risks

### **Prerequisite Entry Criteria**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management which shall be presented as documentary evidence to gain admission.

### **Eligibility for Examination**



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To be eligible for the ITIL® Expert Qualification Service Design examination, candidates shall fulfill the following requirements:

- At least 17.5 hours of instruction with an accredited provider of training or e-learning provider based on this syllabus, as part of a formal, approved training course. Suggested exercises are included in the recommended minimum study period for each of the units.
- ITIL® Foundation Certificate in IT Service Management.

Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of around two years. It is also recommended that students should complete at least 21 hours of personal study in preparation for the examination in addition to the 17.5 contact hours.

## **Syllabus**

The ITIL® Expert Qualification: Service Design is awarded to those who complete the following six units of study and successfully pass the relevant multiple choice examination. The units cover the topics listed

### **Introduction to Service Design**

This unit introduces the candidate to the concepts and terminology in the field of Service Design.

### **Service Design Principles**

This unit will cover Service Design principles. Specifically, after completion of this module students will be expected to understand and be able to:

- Articulate the importance and approach to balanced design
- Identify service requirements
- Describe Design activities, aspects and constraints
- Evaluate Service design models

### **Service Design Processes**

This unit will provide detailed coverage of the ITIL processes primarily covered in the Service Design phase, and briefly describe the relevant activities relating to other ITIL processes, primarily covered in other phases.

### **Service Design technology related activities**

This unit will cover the activities commonly performed in the Service Design phase.

### **Organising Service Design**

This unit considers the roles & responsibilities appropriate within Service Design and the Service Design focused processes.

### **Technology considerations**

This unit will cover technology considerations for Service design.



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**Implementation, Challenges, Critical success factors and risks**

This unit covers the aspects of Implementing Service Design in an organisation and identifies Challenges, Critical Success Factors and risks that affect the likely viability of new and changed services.

**Format of the Examination**

Type Complex Multiple choice, multi-part, scenario based, gradient scored questions

Duration: Maximum **90** minutes.

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: 65%

Distinction Score: 75%

Paper Based Examination

**Contact us at:**

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