

ITIL Service Design Lifecycle

1. Introduction to Service Design

- a. Key Service Management Concepts
- b. Purpose, Goals, and Objectives of Service Design
- c. Scope of Service Design
- d. Service Design Processes Supporting the Service Lifecycle
- e. Value of Service Design
- f. Service Design Fundamentals
- g. Processes within Service Design
- h. Service Design Inputs and Outputs

2. Service Design Principles

- a. Holistic Design, Service Composition, and the Four Ps of Service Design
- b. Five Major Aspects of Service Design
- c. Importance of Taking a Balanced Approach to Service Design
- d. Service Requirements, Business Requirements, and Drivers
- e. Design Activities and their Constraints
- f. Service-Oriented Architecture Principles
- g. Service Design Models

3. Design Coordination Process

- a. Purpose, Objectives, and Scope
- b. Value to the Business
- c. Policies, Principles, and Basic Concepts
- d. Process Triggers, Inputs, Activities, Methods, and Outputs
- e. Process Interfaces
- f. CSFs and KPIs
- g. Challenges and Risks
- h. Roles and Responsibilities

4. Service Catalogue Management Process

- a. Purpose, Objectives, and Scope
- b. Value to the Business
- c. Policies, Principles, and Basic Concepts
- d. Process Triggers, Inputs, Activities, Methods, and Outputs
- e. Process Interfaces
- f. CSFs and KPIs
- g. Challenges and Risks
- h. Key Service Catalogue Management Roles

5. Service Level Management Process

- a. Purpose, Objectives, and Scope
- b. Value to the Business
- c. Policies, Principles, and Basic Concepts
- d. Process Triggers, Inputs, Activities, Methods, and Outputs
- e. Process Interfaces
- f. CSFs and KPIs
- g. Challenges and Risks

- h. Key Service Level Management Roles
- 6. Supplier Management Process**
 - a. Purpose, Objectives, and Scope
 - b. Value to the Business
 - c. Policies, Principles, and Basic Concepts
 - d. Process Triggers, Inputs, Activities, Methods, and Outputs
 - e. Process Interfaces
 - f. CSFs and KPIs
 - g. Challenges and Risks
 - h. Key Supplier Management Roles
- 7. Availability Management Process**
 - a. Purpose, Objectives, and Scope
 - b. Value to the Business
 - c. Policies, Principles, and Basic Concepts
 - d. Process Triggers, Inputs, Activities, Methods, and Outputs
 - e. Process Interfaces
 - f. CSFs and KPIs
 - g. Challenges and Risks
 - h. Key Availability Management Roles
- 8. Capacity Management Process**
 - a. Purpose, Objectives, and Scope
 - b. Value to the Business
 - c. Policies, Principles, and Basic Concepts
 - d. Process Triggers, Inputs, Activities, Methods, and Outputs
 - e. Process Interfaces
 - f. CSFs and KPIs
 - g. Challenges and Risks
 - h. Key Capacity Management Roles
- 9. IT Service Continuity Management Process**
 - a. Purpose, Objectives, and Scope
 - b. Value to the Business
 - c. Policies, Principles, and Basic Concepts
 - d. Process Triggers, Inputs, Activities, Methods, and Outputs
 - e. Process Interfaces
 - f. CSFs and KPIs
 - g. Challenges and Risks
 - h. Key IT Service Continuity Management Roles
- 10. Information Security Management Process**
 - a. Purpose, Objectives, and Scope
 - b. Value to the Business
 - c. Policies, Principles, and Basic Concepts
 - d. Process Triggers, Inputs, Activities, Methods, and Outputs
 - e. Process Interfaces
 - f. CSFs and KPIs
 - g. Challenges and Risks
 - h. Key Information Security Management Roles
- 11. Organizing for Service Design**
 - a. Functional Role Analysis

- b. Using the RACI Matrix in Process Design
 - c. Functions within Service Design
 - d. Business Impact Analysis
- 12. Technology and Implementation Consideration**
- a. Good Practices for Process Implementation
 - b. Generic Requirements for Technology to Assist Service Design
 - c. Applying Evaluation Criteria for Technology and Processes
 - d. Planning and Implementing Service Management Technologies