ITIL® Intermediate: Service Design

4P Advisory Services

Architectures, Processes, Policies and Documentation for the Design of IT Services

ITIL Service Design (SD) is an intermediate level qualification and is one of five ITIL Service Lifecycle modules, covering the design of IT services that will enable you to design services that meet the needs of the organization or programme.

Delivery:	e-Learning	**Mock Exam:**	Included in Course (x2)
Certificate:	Examination (included)	**Duration:**	20 hours, self-paced
Accredited By:	PeopleCert	**Language:**	English

Course Overview

The ITIL Service Design qualification is one of five ITIL Service Lifecycle Courses and will provide you with guidance that focusses on the design of IT services and covers the architectures, processes, policies and documentation that will enable you to design services that meet the needs of the organization or programme.

This is an accredited, interactive e-learning course for students who wish to become certified in ITIL Service Design. As well as in-depth visual learning content, the online course contains audio and video narratives, quizzes and practice exams.

Who Should Take This Course?

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Service Design at management level, but not specific details about each of the supporting processes.

It is also suitable if you have completed the ITIL Foundation certificate, and you are wishing to advance to higher level ITIL certifications.

Examination

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL® Service Strategy Certificate in IT Service Management.