ITIL Service Lifecycle: Service Design

Süre: 3 Gün

Açıklama

ITIL Hizmet Tasarımı Eğitimi, hizmet kataloğu, kapasite ve süreklilik konularını ele alan 3 günlük bir eğitim programıdır.

Service Design programında hizmet seviyesi, tedarikçi, erişilebilirlik ve bilgi güvenliği yönetimi ile tasarım ilkeleri ele alınır.

Bu eğitimde neler öğreneceksiniz?

- Uygulama olarak hizmet yönetimi ve hizmet tasarımı ilkeleri, amaçları ve hedefleri
- Hizmet tasarımı süreçlerinin diğer yaşam döngüsü süreçleriyle nasıl etkileşime girdiği
- Hizmet tasarımı süreçlerinde kullanılan alt işlemler, etkinlikler, yöntemler ve işlevler
- Hizmet tasarımındaki roller ve sorumlulukların yanı sıra operasyonel mükemmelliğe ulaşmayı sağlayacak faaliyetler ve işlevler
- Hizmet tasarımı performansını ölçme
- Hizmet tasarımını destekleyen teknoloji ve uygulama gereksinimleri
- Zorluklar, ana performans göstergeleri (KPIs), kritik başarı unsurları (CSFs) ve hizmet tasarımı ile ilgili riskler

Eğitim İçeriği

Introduction to Service Design

- Key Service Management Concepts
- Purpose, Goals, and Objectives of Service Design
- Scope of Service Design
- Service Design Processes Supporting the Service Lifecycle
- Value of Service Design
- Service Design Fundamentals
- Processes within Service Design
- Service Design Inputs and Outputs

Service Design Principles

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

Design Coordination Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Roles and Responsibilities

Service Catalogue Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Service Catalogue Management Roles

Service Level Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Service Level Management Roles

Supplier Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Supplier Management Roles

Availability Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Availability Management Roles

Capacity Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Capacity Management Roles

IT Service Continuity Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities, Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key IT Service Continuity Management Roles

Information Security Management Process

- Purpose, Objectives, and Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Triggers, Inputs, Activities. Methods, and Outputs
- Process Interfaces
- CSFs and KPIs
- Challenges and Risks
- Key Information Security Management Roles

Organizing for Service Design

- Functional Role Analysis
- Using the RACI Matrix in Process Design
- Functions within Service Design
- Business Impact Analysis

Technology and Implementation Consideration

- Good Practices for Process Implementation
- Generic Requirements for Technology to Assist Service Design
- Applying Evaluation Criteria for Technology and Processes
- Planning and Implementing Service Management Technologies

Challenges, Risks, and CSFs of Service Design

Exam Preparation

Katılım Koşulları

Katılım için gerekli hazırlık ve teknik koşulları bu sayfadaki İletişim Formu üzerinden teyit edebilirsiniz.