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## ITIL Service Design (ITIL Lifecycle Suite)

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**AXELOS : ITIL Service Design (ITIL Lifecycle Suite)** before purchasing it in order to gage whether or not it would be worth my time, and all praised ITIL Service Design (ITIL Lifecycle Suite):

1 of 1 people found the following review helpful. Average course text bookBy Dave of BristolYou don't have a lot of choice if you're purchasing an ITIL course book. This book could use more relevant examples of how practices or techniques are applied in the IT world. Yes, a utility company is a good example of explaining what "utility" and "warranty" mean but a better example would be something actually IT related since this is an IT best practice book. How about AWS, Microsoft Azure, SAP, Microsoft Exchange or any of the literally thousands of examples. Thank God our instructor had actual work experience in IT because that enabled him to explain the material better (thanks Butch!).0 of 0 people found the following review helpful. Good practise guideBy HubertGreat practise guide for the service architect and ICT practitioner in enterprise services management engagements. ITIL being the de-facto service management framework for ICT service management requires practitioners to understand and apply the methods. This guide contextualies terminology and best practises.0 of 0 people found the following review helpful. Must have

bookBy Hugo GordilloFor those that spend most of their time in the operational or transition stages, this is a very good resource to learn how service design should be performed..prior to OSA and RCV.

The ITIL service design stage of the ITIL service management framework offers global best-practice guidance to IT practitioners and business leaders wanting to move their IT strategy forward. This step-by-step approach to planning focuses on quality and efficiency, leading to robust IT services that will stand the test of time. Understanding IT practices, processes and their governing policies will lead to excellence in IT service design. This publication describes an approach to ensure the most relevant IT services are introduced into fully supported environments, meeting an organization's current and future business needs. Valuable on its own, ITIL Service Design will give even greater benefits when used as part of the fully integrated approach described by the other core publications in the ITIL lifecycle suite. This publication represents the combined experience and knowledge of practitioners from across the world. It contains the knowledge and skills needed to design IT solutions that consistently meet customers' requirements and deliver targeted benefits to businesses. Key benefits include: Covers the principles, methods, practices and tools needed to design effective, measurable and scalable IT services; Demonstrates how service design can deliver organizational benefits, including reduced costs, improved quality and consistency, and greater customer satisfaction; Provides working templates and examples for putting IT service design principles into action straightaway. Anyone considering ITIL professional accreditation should note that this is the only source from which the ITIL exam questions are taken. ITIL Service Design is part of the most widely recognized framework for IT service management in the world, used by thousands of organizations - small and large - from both public and private sectors.

I like the new design coordination process in ITIL Service Design. It brings together and makes the 'jigsaw' puzzle of design so much more accessible. I didn't know it was missing until it was there. Helen Sussex, Logica --Best Management PracticeThe update has added clarity and consistency amongst the five books and it has improved the ease of readability and understanding for users.' Christiane Chung Ah Pong, NCS PTE LTD (Singapore) --Best Management PracticeMost of the inconsistencies made in the first edition are removed during the update of the ITIL V3 core books. This is a great improvement...' Frank Eggert, MATERNA GmbH --Best Management PracticeThe update has added clarity and consistency amongst the five books and it has improved the ease of readability and understanding for users.' Christiane Chung Ah Pong, NCS PTE LTD (Singapore) --Best Management PracticeMost of the inconsistencies made in the first edition are removed during the update of the ITIL V3 core books. This is a great improvement...' Frank Eggert, MATERNA GmbH --Best Management PracticeAbout the AuthorSummary of Updates from the Author Throughout the updated ITIL Service Design publication, there has been particular focus on alignment with ITIL Service Strategy. A number of concepts and principles have been clarified, most significantly the flow and management of activity throughout the overall service design stage with the addition of the design coordination process. Other significant clarifications include the five aspects of service design, the design of the service portfolio and the terminology related to views of the service catalogue.