PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Design Coordination Masterclass	**Course Duration**: 1.0 Day
Exam: Not Included	**Exam Type**: No Exam
Qualification: A Certificate Of Attendance will be sent to you via email after you have completed the training course	

Course Syllabus

Our IT Design Coordination Masterclass will cover the following topics:

- Where the process sits within in the service lifecycle
- Basic concepts
- The Service Design Package
- Business value and benefits
- How to get started with Design Coordination
- Who's involved in Design Coordination
- The Design Coordination process down to activity level
- Planning and coordination
- Process interfaces and dependencies
- Interfaces with Project Management
- Design Policies
- Techniques and methods
- Roles and responsibilities
- An implementation/improvement roadmap
- Metrics, KPIs and reporting
- How to communicate the benefits
- Ongoing continual service improvement
- Current and future challenges

Course Overview

Design Coordination as a separate process is relatively new to Service Management, but it is vitally important because it is only through well-coordinated actions that a service provider can hope to create comprehensive and appropriate designs that will support the achievement of the required business outcomes.

Our one-day IT Design Coordination Masterclass will look at the Design Coordination process in detail and give you the knowledge, confidence and hopefully enthusiasm to make a huge difference to your organisations capability to manage and coordinate service design.

Course Learning Outcomes

Our IT Design Coordination Masterclass will teach you where Design Coordination fits within the service lifecycle and within your organisation and what is practically achievable given various levels of organisational and Service Management maturity.

By the end of this masterclass, participants will have gained a comprehensive understanding of the pivotal role of Design Coordination within IT Service Management. They will be proficient in orchestrating and harmonising the various design activities, ensuring the production of consistent and effective design solutions that meet both current and emerging business requirements.

Audience

With the increased complexity of IT services it is paramount that they are designed with business needs and outcomes in mind.

It is therefore essential to have a fit for purpose, optimised and repeatable Design Coordination process that is both flexible and yields the appropriate level of quality to meet current and future business needs.

Our IT Design Coordination Masterclass will cover the complete A to Z of Design Coordination and help you to become a true master of Design Coordination.

Entry-Level Requirements

There are no formal entry-level requirements for our IT Design Coordination Masterclass.

Recommended Reading

There is no recommended reading associated with our IT Design Coordination Masterclass.

What's Included

Our IT Design Coordination Masterclass includes digital course manuals and hand-outs.

Exam Information

There is no formal examination or certificate associated with our IT Design Coordination Masterclass.

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Our IT Design Coordination Masterclass will be flexible for different levels of expertise, from novice practitioners up to experienced specialists.