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the service design package sdp contains the core documentation of a service and is attached to its entry in the itil service portfolio the sdp is described in the book service design one of the five books that comprises the core of itil

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itil 2011 checklist itil service design design coordination the service design package sdp builds upon the service level requirements it further specifies the requirements from the viewpoint of the client and defines how these are actually fulfilled from a technical and organizational point of view

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a service design package is a collection of documents composed to provide context around a service for more on what a service is read this the sdp is the major output of the

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service design identifies service requirements and devises new service offerings as well as changes and improvements to existing ones fig 1 itil service design the itil service lifecycle stage of service design see fig 1 includes the following main processes design coordination

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10 mins in this article it can be difficult to design it services that meet business needs and customer expectations managing competing priorities costs risks

and responsibilities necessitates a clear process and cross functional collaboration the service design module is one of the certifications within itil v3 service lifecycle workstream

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wikipedia explains it like this service design is the activity of planning and organizing people infrastructure communication and material components of a service in order to improve its quality and the interaction between the service provider and its customers

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certifications itil certifications itil v3 intermediate service design sd itil v3 intermediate service lifecycle module the sd module covers the architectures processes policies and documentation that facilitate successful service design for programmes and organizations key resources

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service design is a human centred approach that focuses on customer experience and the quality of service encounter as the key value for success service design is a holistic approach which considers in an integrated way strategic system process and touchpoint design decisions

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requirements design briefs tools what is it the service specifications are written guidelines that clarify all the requirements and objectives of each specific stage of the service experience and touchpoint

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provides a single source of information for all operational services

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service design is the practice of planning and organizing a business s resources to enhance the experience of employees and their customers it creates streamlined service processes to help employees work more efficiently and serve their customers more effectively

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