ITIL Lifecycle: Service Strategy (SS)

Course Content

Course Description:
Service Strategy is the axis upon which the other stages of the IT lifecycle are based. It is in this stage that the high level strategic, investment and business value(s) of each service is considered and weighed against other existing and proposed services. Based on the Service Strategy publication of the ITIL® V3 library, ITSM Academy's course focuses on the planning, implementing and optimizing of Service Strategy concepts and processes. The course culminates with the ITIL® V3 Intermediate Service Strategy certification examination.

Audience:
- CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of design activities within the Service Lifecycle
- Individuals who require a deeper understanding of the ITIL® Service Strategy stage of the ITIL® Service Lifecycle and how activities in it may be implemented to enhance the quality of IT Service Management within an organization
- IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking an understanding of the concepts, processes, functions and activities involved in Service Strategy
- Individuals seeking the ITIL Expert™ in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert™ is a prerequisite

Instructors:
Instructors for this course are ITIL Experts™ and / or Service Strategy Certified and have successfully completed ITSM Academy's Service Strategy Train-the-Trainer Program.

Pre-requisites:
Students attending this course will already hold the ITIL® Version 3 Foundation Certification in IT Service Management - obtained through ITIL® V3 Foundation or Foundation Bridge Course.

Pre-preparation:
The Service Strategy exam is a very challenging test. Upon registration, learners will be provided a pre-course reading list. Learners will be expected to read the case study and process chapters from the appropriate ITIL® book - Service Strategy - before the first class date...a minimum 21 hours of personal study.

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Course ID#: 1095-270-32-Z

24 Hrs

At Course Completion:

Students will earn or be prepared to take exams for the following credentials:

- **ITIL Expert™**
  Earn 3 credits of the 22 required to achieve the ITIL Expert Certification.
- **Project Management Institute (PMI) Professional Development Units (PDUs):**
  You will earn **22 contact hours or PDUs** for PMI upon completion of this course.
- **Exam & Certification:**
  Successfully passing the 90 minute, exam consisting of eight (8) complex, multi-part, multiple choice scenario-based gradient scored questions leads to the ITIL Intermediate Qualification: **Service Strategy Certificate**.

Topics:

Service Strategy Principles

Defining services and market spaces

Conducting Strategic Assessments

Financial Management

Service Portfolio Management

Managing demand

Driving strategy through the Service Lifecycle

Understanding Critical Success Factors and risks