

ITIL® Service Lifecycle – Service Strategy

Duration: 3 days

Course Overview

This course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Service Strategy and covers the management and control of the activities and techniques within the Service Strategy stage of the lifecycle but not the detail of each of the supporting processes (which are covered in detail in the capability courses). Additionally the course looks at the concept of Service Strategy as a practice and at the interfaces between Service Strategy and the other stages of the ITIL Service Lifecycle.

Objectives

The purpose of the Service Strategy course is to obtain knowledge on ITIL concepts and terminology. The course looks at activities that may be implemented to enhance the quality of IT service management within an organization and enables students to understand the concepts, processes, functions and activities involved in Service Strategy.

The course aims to look at strategic planning, execution and control within a service-based business model, to enable an understanding of the concepts, processes, functions and activities involved in Service Strategy. It also aims to describe strategic perspectives, plans, positions and patterns as applied to service management and IT.

The course prepares delegates for the ITIL® Lifecycle examination in Service Strategy.

Who should attend?

The course is suitable for individuals who require a deeper understanding of the Service Strategy stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® Foundation Certificate.

Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

Delegates are required to hold the ITIL® Foundation Certificate in IT Service Management or v2 to v3 bridge equivalent.

Professional Qualifications

The course forms part of the ITIL® Intermediate qualification program. The examination will consist of a complex multiple choice, closed book paper, to be completed within 90 minutes.



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(Candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of a dictionary.) The pass mark will be 70% or more. Successful candidates will be awarded 3 credits towards the ITIL® Expert qualification.

Structure

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Topics

- The main principles and objectives of Service Strategy
- Core concepts and practices in Strategy and organizations applied to Service Management and IT.
- Defining Services and Market Space
- Conducting Strategic Analysis
- Driving Strategy through the Service Lifecycle stages and interfaces to Strategy
- Challenges, Critical Success Factors and Risks
- Technology considerations related to Service Strategy
- The activities commonly performed in the Service Strategy arena
- Assessing Critical Success Factors and Managing Risk in Service Strategy

The course also covers the managerial and supervisory aspects of the ITIL processes covered in the Service Design stage:

- Financial Management
- Service Portfolio Management
- Demand Management