

ITIL® 2011 Service Strategy

Duration

4 days

Course Delivery

Classroom or Virtual Classroom

Languages

English and French

Target Audience

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers involved in the ongoing management, coordination and integration of strategizing activities within the Service Lifecycle.

Pre requisites

An ITIL® Foundation certificate is required and preferably two years of work experience in an IT Service Management environment.

About the Examination

Exam Format: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/ Closed Book: Closed Book

Certificate

ITIL® Service Strategy

Credits

Upon successfully achieving the ITIL® Service Strategy certificate, students earn 3 credits in the ITIL® qualification scheme.

Upon successfully achieving the ITIL Service Strategy certificate, the student will be recognized with 28 Professional Development Units (PDU'S).

Reference Materials

Service Strategy (ISBN-13: 9780113313044) is the core text for this certification.

Course Description

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The primary focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® SS (Service Strategy) course is part of the ITIL® Intermediate Lifecycle stream. The course prepares candidates to take the ITIL® Service Strategy Intermediate exam as well as providing valuable knowledge that can be implemented in the workplace. The Service Strategy Certificate is a free-standing qualification but is also part of the ITIL® Intermediate Lifecycle stream. It is one of the modules that leads to the ITIL® Expert Certificate in IT Service Management (ITSM). The purpose of this module, exam and certificate is, to impart, test, and validate the knowledge on industry practices in IT Service Management as documented in the ITIL® Service Strategy publication.

Course and Learning Objectives

This qualification provides a complete management-level overview of Service Strategy including all its related activities: how to design, develop, and implement service management not only as an organizational capability but also as a strategic asset.

Candidates can expect to gain competencies in the following:

- Introduction to Service Strategy
- Service Strategy principles
- Service Strategy processes
- Governance
- Organizing for Service Strategy
- Technology considerations
- Implementing Service Strategy
- Challenges, critical success factors and risks.

In addition, the training for this certification includes examination preparation, and a mock examination.



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Course Approach

This lifecycle stage focuses on organizing and maintaining Service Strategy. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Intermediate Service Strategy certification exam as well as providing valuable practical knowledge that can be applied in the workplace immediately. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Course Student Material

Students will receive an ITIL® Service Strategy classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Concepts Covered

1. COURSE INTRODUCTION

- Purpose and objectives
- Scope of Service Strategy
- Service Strategy Processes
- Value to the Business
- Context of Service Strategy

2. PRINCIPLES

- Basic Approach
- Strategy and Opposing Dynamics
- The four P's
- Outcomes & Outputs
- Services, Value, Utility & Warranty
- Assets – customer, service and strategic
- Service Providers
- Defining Services
- Strategies for customer satisfaction
- Service Economics
- Sourcing Strategy
- Inputs and output with the service lifecycle

3. PROCESSES

- Purpose & Objectives
- Scope
- Value to business
- Policies, principles and basic concepts
- Activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Critical success factors and key performance indicators
- Challenges and risks

4. GOVERNANCE

- Governance
- Strategy for governance
- Evaluate, direct, monitor
- Governance framework
- What is IT Governance
- Governance bodies
- How Service Strategy relates to Governance

5. ORGANIZATION

- Organizational development
- Organizational departmentalization
- Organizational design
- Role of service owner
- Strategy, portfolio, financial, and demand roles

6. TECHNOLOGY CONSIDERATIONS

- Service Automation
- Service Interfaces

7. IMPLEMENTING SERVICE STRATEGY

- Implementation throughout the lifecycle
- Following the lifecycle approach
- Impact of Service Strategy

8. CHALLENGES, CRITICAL SUCCESS FACTORS & RISKS

- Challenges
- Risks
- Critical Success Factors

APPENDICES

- Business case study and exercises
- Sample Exams
- Glossary & Acronyms
- Forms

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