

ITIL® Intermediate Service Strategy Training

Course#: ITSM-04

Duration: 3 Days

Price: 0.00

Course Description

Service Strategy is an important aspect of IT services. Implementing its techniques and processes helps IT teams within an organization align better with business as a whole. In other words, service strategy paves the way for better communication within the organization resulting in smoother and swifter development of new or updated products and services. The Service Strategy (SS) qualification is one of five ITIL Service Lifecycle modules and provides you with the guidance that enables you to design, develop, and implement service provider strategy that aligns to the organizational strategy. Along with being a free standing qualification it is also one of the modules needed to achieve the ITIL Expert Certificate in IT Service Management.

KnowledgeHut brings you a comprehensive course on ITIL Intermediate Module- Service Strategy that covers management and control activities as mentioned in the ITIL Service Strategy publication. With focus on in-depth courseware, exercises, test papers, and case studies, you can hope for a first time pass of the exam and also gain knowledge of techniques that will help you demonstrate that you understand the risks and success factors and have the skills to develop a progress strategy within an organization or programme.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit this link.

Objectives

What you will learn:

On completion of this workshop and successful attempt of the examination, candidates will become proficient in:

Fundamentals of service strategy

- Service strategy principles
- Service strategy processes
- Governance
- Organizing for service strategy
- Technology considerations
- Implementing service strategy
- Challenges, critical success factors and risks

You will also get:

- In-depth preparatory help for examination
- Comprehensive and crisp courseware
- Coaching by ITIL certified experts
- Get 3 credits toward ITIL Expert certification and 21 PDUs for PMI recertification
- Downloadable courseware
- Post workshop assistance and support

Audience

This workshop and the subsequent certification will benefit:

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.

Chief information officers (CIOs), Chief technology officers (CTOs), Managers, Supervisory staff, Team leaders, Service designers, IT architects, IT planners, IT consultants, IT audit managers, IT security managers.

Those seeking to gain the ITIL Expert Certification or higher ITIL certifications for which the Service Strategy module is a prerequisite

Prerequisites

The Pre-requisites to attaining the Intermediate Certification are given below:

Candidates are required to have (in their possession) and upload the following under their profile on the Peoplecert website:

ITIL Foundation Certificate (version does not matter)

Course Completion Certificate for ITIL Intermediate Service Strategy Training.

Content

Introduction to Service Strategy

The purpose, goals and objectives of service strategy

The scope of service strategy

The value to the business

The context of service strategy in relation to all other lifecycle stages

Service Strategy principles

The ability to decide on a service strategy

How to utilize the four Ps of service strategy

How to define services, create value and leverage the combined use of utility and warranty

How to use service economics and sourcing strategies when meeting business outcomes

Service strategy processes

The management level concepts for the five service strategy processes and how they flow and integrate with the lifecycle

The purpose, scope and objectives of each service strategy process and how they link to value for the business

Governance

The ability to analyse IT governance and use it to set strategy by leveraging governance frameworks

Organizing for service strategy

The ability to create an organizational design using the relevant organizational development and departmental methods.

Technology considerations

Understand the relevance and opportunities for service automation and the importance and application of technology interfaces across the lifecycle

Implementing service strategy

Develop implementation strategies that follow a lifecycle approach (e.g. design, transition, operation and improvement, programmes)

Challenges, critical success factors and risks

The ability to provide insight and guidance for strategy development and implementation challenges, risks and critical success factors

For more information on the syllabus, click here.

https://www.axelos.com/Corporate/media/Files/Syllabi/The_ITIL_Intermediate_Qualification_Service_Strategy_Certificate_Syllabus_v5-4.pdf