ITIL® SERVICE STRATEGY eLEARNING CERTIFICATION COURSE

Design, Develop, and Implement Service Provider Strategy

Cost: $675 per student (includes exam voucher)

ITIL Service Strategy (SS) is an intermediate level qualification and is one of five ITIL Service Lifecycle modules covering management and the control of activities and techniques documented in the ITIL Service Strategy publication.

Delivery	e-Learning	Mock Exam:	Included in Course (x2)
Certificate:	Examination (included)	Duration:	22 hours and 30 minutes, self-paced
Accredited By:	PeopleCert	Language:	English

Course Overview

The objectives of this ITIL Intermediate Service Strategy course are to fully understand the customer business objectives and priorities and the role that IT services play in enabling these objectives to be met. Key topics that are covered in the course include; service value definition, business-case development, service assets, market analysis, and service provider types. The course is intended to provide the holders of the ITIL® Foundation certificate in IT Service Management with a practical level of proficiency in the management of the Service Strategy stage of the Service Lifecycle and to test and validate this knowledge in the associated exam and certification.

Who Should Take This Course?

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Service Strategy at management level, but not specific details about each of the supporting processes.

It is also suitable if you have completed the ITIL Foundation certificate, and you are wishing to advance to higher level ITIL certifications.

Examination

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL Service Strategy Certificate in IT Service Management.

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