



ITIL® Intermediate Service Strategy Class

Certificate: ITIL® Service Strategy Lifecycle

Duration: 3 days

Delivery: Classroom, Virtual Classroom

Accreditor: PEOPLECERT

Credits: 3 Credits to ITIL Expert

PMI® PDUs: 22

Course Description:

This 3-day course immerses participants in the overall concepts, processes, policies and methods associated with the Service Strategy phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Strategy stage. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the participant to successfully complete the associated exam.

The course is important for IT professionals working in roles associated with strategic planning, execution and control within a service-based business model. Participants will gain a deeper understanding of how activities in this stage may be implemented to enhance the quality of IT service management within an organization.

Audience:

- CIO/CTOs
- Supervisory staff
- IT Team leaders
- IT Designers
- IT Architects
- IT Consultants
- IT Audit Managers
- And other higher level IT Managers

Learning Objectives: At the end of this course, you will be able to:

- Understand Service Management as a practice and Service Strategy principles, purpose and objective.
- Understand how all Service Strategy processes interact with other Service Lifecycle processes.
- Identify the activities, methods and functions used in each of the Service Strategy processes.
- Identify the roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence.
- Measure Service Strategy performance.
- Understand technology and implementation requirements in support of Service Strategy.
- Identify the challenges, critical success factors and risks related with Service Strategy.

Prerequisites:

Participants need to attain the ITIL® Foundation certificate. In addition, around 2 years of IT experience is desirable.

Course Student Material: Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

About the Examination:

- Multiple choice: 4 answers worth 5, 3, 1, 0 marks.
- 8 scenario based questions
- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book

Course Agenda:

Day1	Day2	Day3
Course Introduction	Service Strategy Processes	Organizing for Service Strategy
Introduction to Service Strategy	Governance	Technology Considerations
Service Strategy Principles	Homework	Implementing Service Strategy
Homework		Challenges, Critical Success Factors, and Risks
		Exam Preparation / Mock Exam
		Exam

Syllabus:

<http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>



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