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ITIL® Service Strategy

The IT Infrastructure Library® (ITIL) is the most widely accepted approach to IT Service Management in the world. ITIL is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

This Service Strategy course enables delegates to learn about the principles and terminology required by ITIL. It helps organisations increase the quality of IT Service Management by expanding on key elements such as planning, principles, processes and functions. It increases understanding of Service Strategy with a step-by-step analysis of the main elements of service model: strategy and planning, execution and control and provides the opportunity to sit the ITIL Lifecycle examination in Service Strategy.

The ITIL Intermediate Qualification: Service Strategy Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management.

COURSE CONTENT

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- ✓ Introduction to Service Strategy
- ✓ Service Strategy Principles
- ✓ Service Strategy processes – Strategy management for IT Services, Service Portfolio Management, Financial Management for IT Services, Demand Management & Business Relationship Management – (Excluded are detailed knowledge of process activities, methods and techniques)
- ✓ Governance
- ✓ Organising for Service Strategy
- ✓ Technology considerations
- ✓ Implementing Service Strategy
- ✓ Challenges, Critical success factors & Risks

DURATION

This is an intensive three day course which includes the ITIL Service Strategy examination which takes place on the final day.

PRE-REQUISITES

Candidates must already hold one of the following:

- ✓ ITIL Foundation certificate in IT Service Management
- ✓ ITIL V2 Foundation plus the Foundation Bridge Certificate
- ✓ ITIL Expert certificate in IT Service Management (achieved via Service manager or Practitioner bridging routes)

ACCREDITATION

- ✓ Multiple-choice
- ✓ 90 minute duration
- ✓ 8 scenario-based, gradient scored questions
- ✓ 70% required to pass
- ✓ Closed-book
- ✓ This course provides 3 credits towards the ITIL Expert Qualification in IT Service Management.

Target Audience

This course would benefit:

- ✓ Anyone responsible for planning and developing strategies and organisational architectures that provide the organisation with effective IT services
- ✓ A wide profile of individuals include senior business leaders, business managers, service managers and business architects
- ✓ Anyone working towards the Expert Certification

Scheduled Dates & Prices

See our latest public schedule for dates, venues and prices. Visit us at www.ilxgroup.com.

Reservations & Information

To reserve your place on this course, or to find out more about in-house courses, please contact your local training advisor or email sales@ilxgroup.com for further assistance.