

ITIL® Service Strategy Lifecycle Classroom

Certificate: ITIL® Service Strategy Lifecycle
Duration: 3 days
Course Delivery: (Virtual) Classroom, Exam, eBook

Course ID: ITL9335
Language: English
Credits: 3 Credits to ITIL Expert
PMI® PDUs: 24

Course Description:

This 3-day course immerses learners 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, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

The Service Strategy Lifecycle course will be of interest to:

- Individuals who have their ITIL Foundation Certificate
- Individuals who require a deeper understanding of the Service Strategy stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization
- 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
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of strategy activities within the Service Lifecycle

Learning Objectives:

- At the end of this course, the learner will gain competencies in:
- Understanding Service Management as a Practice and Service Strategy principles, purpose and objective
- Understanding how all Service Strategy processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Strategy processes
- The roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence
- How to measure Service Strategy performance

- Understanding technology and implementation requirements in support of Service Strategy
- The challenges, critical success factors and risks related with Service Strategy

Course Logistics:

- A maximum of 18 people can attend this course with 1 instructor
- Classroom with U-shaped seating arrangement
- 2 break out rooms where available- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 A.M. – 5:00 P.M. each day – the exam can be schedule from 3:30 P.M. – 5:00 P.M. on the last day

Prerequisites:

- Candidates for this course must:
- Hold an ITIL® Foundation Certificate
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Course 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.

Examination:

- Evidence of ITIL® Foundation Certificate and completion of the Service Strategy Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Strategy book in preparation for the examination
- The syllabus can be downloaded from: <http://www.itil-officialsite.com>
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks
- Pass score is 28/40 or 70%

Credits:

- Upon successful passing of the ITIL Service Strategy Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 24

Agenda:

Day 1	Day 2	Day 3
1. Introduction & to Service Strategy	3. Service Strategy Processes	5. Organizing for Service Strategy
2. Service Strategy Principles		6. Technology Considerations 7. Implementating Services Strategy

Lunch	Lunch	Lunch
2. Service Strategy Principles	3. Services Strategy Processes	8. Challenges, Critical Success Factors and Risks
	4. Governance	9. Exam Preparation / Mock Exam
Homework	Homework	Exam

Course Outline:

Course introduction

Introductions

Course Introduction

Course Learning Objectives

Unique Nature of the Course

Course Agenda and Exam Details

Course Agenda

ITIL Intermediate Classroom Course

ITIL Intermediate Expert Program Course

ITIL Intermediate Classroom Blended Course

ITIL Intermediate Virtual Classroom Blended Course

Unit 1: Introduction to Service Strategy

1.1 Purpose and Objectives

1.2 Scope of Service Strategy

1.3 Value to the Business

1.4 Relationship with Other Lifecycle Phases

1.5 Group/Individual Exercise

Summary of Unit 1

Unit 2: Service Strategy Principles

2.1 Basic Approach to Deciding a Strategy

2.2 Strategy and Opposing Dynamics and Outperforming Competitors

2.3 The Four Ps of Service Strategy

2.4 Services and Value

2.5 Utility and Warranty of Services

- 2.6 Customer Assets, Service Assets, and Strategic Assets
- 2.7 Service Providers – Types and Choosing Between Them
- 2.8 Defining Services
- 2.9 Strategies for Customer Satisfaction
- 2.10 Service Economics
- 2.11 Sourcing Strategy
- 2.12 Strategy Inputs and Outputs with the Service Lifecycle

Summary of Unit 2

Unit 3: Service Strategy Processes

- 3.1 Strategy Management for IT Services
- 3.2 Service Portfolio Management
- 3.3 Financial Management for IT Services
- 3.4 Demand Management
- 3.5 Business Relationship Management
- 3.6 Group/Individual Exercise
- 3.7 Sample Test Questions

Summary of Unit 3

Unit 4: Governance

- 4.1 Governance
- 4.2 Strategizing for Governance
- 4.3 The Governance Framework
- 4.4 IT Governance
- 4.5 Governance Bodies
- 4.6 Relationship of Service Strategy with Governance
- 4.7 Group/Individual Exercise

Summary of Unit 4

Unit 5: Organizing for Service Strategy

- 5.1 Organizational Development
- 5.2 Departmentalization Organization

5.3 Organizational Design

5.4 Service Owner and Business Relationship Manager

5.5 Other Roles

Summary of Unit 5

Unit 6: Technology Considerations

6.1 Service Automation

6.2 Service Interfaces

Summary of Unit 6

Unit 7: Implementing Service Strategy

7.1 Implementation Through the Lifecycle

7.2 Following the Lifecycle Approach

7.3 Impact of Service Strategy on Other Lifecycle Phases

7.4 Group/Individual Exercise

Summary of Unit 7

Unit 8: Challenges, Critical Success Factors, and Risks

8.1 Challenges

8.2 Risks

8.3 CSFs

8.4 Sample Test Question

Summary of Unit 8

Unit 9 : Exam Preparation Guide

9.1 Mock Exam 1

9.2 Mock Exam 2

Training Material Accreditation Status



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