

ITIL® Service Strategy (ITIL®-SS)

Modality: Virtual Classroom

Duration: 3 Days

If you enroll in this course you will receive a **Free Official Exam Voucher** for the ITIL®-SS Exam, provided you submit your ITIL Foundation Certificate.

About this course:

The qualification is based on a 90 minute closed-book examination of 8 complex, scenario based multiple choice questions. Typically, the examination is taken at the end of the course. Successful delegates will be awarded the ITIL® Intermediate Qualification: Service Strategy Certificate.

This is a multiple-choice questions exam that consists of 8 complex scenario-based queries that the students will have to work out in a matter of 90 minutes. Since it is typically taken at the end of the course, successful delegates will be given ITIL® Intermediate Qualification: Service Strategy Certificate.

The qualification is free standing, but also counts as 3 credits towards the ITIL® Expert Certification. The course is delivered in accordance with an accredited course syllabus and certification process. It combines tutorials, practical exercises and examination practice, reinforced through the trainers' proven implementation track record.

The qualification denotes 3 credit points to ITIL® Expert Certification, though it can act as a standalone achievement as well. It is delivered in conformance with the certification process and accredited course syllabus. The knowledge will be supplied through a combination of practical exercises, examination practice, and tutorials, that will be pushed using the trainers' tried and test implementation techniques.

The course and associated examination are free-standing but also part of the ITIL® intermediate lifecycle stream. It is one of the modules that leads to the ITIL® Expert Certificate in IT Service Management and carries a credit value of 3 points.

The course and the exam associated with it are standalone, however they also contribute to the ITIL Intermediate Lifecycle Stream. It is a member of the group of modules that allow the students to achieve the ITIL® Expert Certificate in IT Service Management, and also holds a credit score of 3.

Course Objectives:

- Introduction to service strategy
- Service strategy principles
- Service strategy processes

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

Audience:

- Individuals who require a detailed understanding of the ITIL® service strategy stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- Persons who need deeper comprehension of the ITIL® Service Strategy level of the ITIL® Service lifecycle, along with how it can be used to improve the level of IT services in an organization.
- IT professionals working within or about to enter a service strategy environment and requiring an understanding of the concepts, processes, functions and activities involved
- IT experts who are planning to work for or already work in a service strategy environment that requires an understanding of processes, functions, activities, and concepts
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- Individuals seeking the ITIL® Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite.
- Those who wish to progress to the ITIL® Master Certificate in IT Service Management and this course will act as a prerequisite to that course.

Prerequisites:

- Hold the ITIL® Foundation Certificate in IT Service Management (or equivalent) which must be presented as documentary evidence to gain admission
- Attend an accredited training course In addition, it is desirable that students have a basic IT literacy and around 2 years IT experience and it is recommended that students complete at least 21 hours of personal study by reviewing the syllabus and the ITIL® Service Strategy

publication in preparation for the examination.

Course Outline:

Introduction to service strategy

- The purpose, objectives and scope service strategy and its relationship to the other service lifecycle stages

Service strategy principles

- The elements of service strategy that are necessary to understand, use and apply the processes within service strategy to create business value

Service strategy processes

- The managerial and supervisory aspects of the ITIL® processes covered in the service strategy stage, excluding the day-to-day operation of processes covered in the ITIL® Intermediate Capability modules

Governance

- The strategic level concepts of governance as it relates to service strategy

Organizing for service strategy

- The concepts of organizational considerations relating to service strategy

Technology considerations

- Technology considerations for service strategy including service automation, analytics and technology interfaces

Implementing and improving service strategy

- The ITIL® approach for implementing service strategy

Challenges, critical success factors and risk

- The challenges and risks facing service strategy and service strategy critical success factors (CSFs)