Current Technologies
Computer Learning Centers

ITIL

ITIL Intermediate: 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 Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL Service Strategy publication.

The Service Strategy course focuses on the importance of the strategic aspect of services within the IT service lifecycle. It provides the specific knowledge and techniques to help you demonstrate that you understand the risks and success factors and have the skills to develop and progress strategy within an organization or program.

How you'll benefit

This class will help you:

- Learn the approach to IT Service Management

Why Attend with Current Technologies CLC

- Our Instructors are in the top 10%
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs Run up to Date Code for all our courses

Objectives

Upon completing this course, the student will be able to meet these objectives:

- Service Management as a practice
- The ITIL Service Lifestyle
- Generic Concepts and Definitions
- Key Principles and Models
- Selected Processes, Functions, Roles
- Technology and Architecture
- Competence and Training

Who Should Attend

The job roles best suited to the material in this course are:

Course Duration
3 day

Course Price

$2,895.00

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

Certification Exam

6210 Central Ave, Portage, IN. 46368   Phone: 219.764.3800   Fax: 219.764.3805   Web: http://www.ctclc.com

ITIL Intermediate: Service Strategy

- Everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.
- All IT Professionals
- IT Project Managers
- IT Managers
- IT Architects and Consultants

Perquisites

To fully benefit from this course, you should have the following knowledge:

- IT related work experience is recommended

Outline

Module 1: Introduction to Service Strategy
- The purpose, goals, and objectives of service strategy
- The scope of service strategy
- Service strategy's value to the business
- The context of service strategy in life-cycle stages

Module 2: Service Strategy Principles
- The ability to decide on a service strategy
- How to utilize the four P's of service strategy
- How to define services, create value, and leverage the combined use of utility and warranty
- How to use service economics and sourcing strategies when meeting business outcomes

Module 3: Service Strategy Processes
- Strategy management for IT services
- Service portfolio management
- Financial management for IT services
- Demand management
- Business relationship management

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Module 4: Governance

- Analyze IT governance
- Use IT governance to set strategy by leveraging governance frameworks, bodies

Module 5: Organizing for Service Strategy

- Organizational development
- Organizational departmentalization
- How to create an organizational design using the relevant development and departmental methods
- Roles and responsibilities

Module 6: Technology Considerations

- The relevance and opportunities for service automation
- The importance of service automation
- The application of technology interfaces across the life cycle

Module 7: Implementing Service Strategy

- Implementation strategies that follow a life-cycle approach (e.g., design, transition, operation, and improvement programs)
- Service strategy implementation through the life cycle
- Service strategy implementation activities
- Impact of service strategy on other life-cycle stages

Module 8: Challenges, Critical Success Factors & Risks

- Strategic challenges
- Risks
- Critical success factors

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