

## Fact Sheet :ITIL® Service Strategy

### Description:

The 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 qualification would suit candidates in the following IT professions or areas:

- IT Management
- IT Finance Manager
- Supplier Relationship Management

The course covers the management-level concepts and core information of the supporting activities within service strategy, but not specific details about each of the supporting processes. The Service Strategy module will help you to gain the knowledge, skills and management techniques to coordinate all activities within this Lifecycle stage.

### Course Objectives:

- **Introduction to Service Strategy:**
  - The purpose and objectives of service strategy
  - The scope of service strategy and ways that service strategy adds value to the business
  - The context of service strategy in relation to all other lifecycle stages
- **Service Strategy Principles:**
  - Basic approach to deciding a strategy
  - Strategy and opposing dynamics
  - Outperforming competitors
  - The four P's of Service Strategy
  - Services
  - Value
  - Utility and Warranty
  - Assets – Customer, service and strategic Defining Services
  - Strategies for Customer Satisfaction
  - Service Economics
  - Sourcing Strategy
  - Strategy Inputs and Outputs
- **Service Strategy Processes:**
  - A management perspective of the purpose and value of the service strategy processes, how they integrate within service strategy and how they interface with other lifecycle phases
  - Governance

- Setting the strategy for governance
- Evaluate, direct and monitor
- Governance framework
- What is IT Governance
- Governance Bodies
- How Service Strategy relates to Governance
- **Organizing for Service Strategy:**
  - Organizational development
  - Organizational departmentalization
  - Organizational Design
  - The roles of service owner and BR Manager
- **Technology Considerations:**
  - Service automation
  - Service interfaces
- **Implementing and improving service strategy:**
  - Implementation through the lifecycle
  - Following a lifecycle approach
  - Impact of Service Strategy on other lifecycle stages
- **Challenges, critical success factors and risks:**
  - Be able to provide insight and guidance for service Strategy challenges, risks and critical success factors

## Target Audience:

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory Staff
- Team Leaders
- Service Designers
- IT architects, Planners
- IT Consultants
- IT audit , security managers
- ITSM trainers involved in the ongoing management, co-ordination and integration of operation activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL® Service Operation stage of the ITIL® Service Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- IT Professionals working within or about to enter a service operation environment and requiring an understanding of the concepts, processes, functions and activities involved
- 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

## Prerequisites:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution for this syllabus, as part of a formal, approved training course/scheme)
- A basic IT literacy and around 2 years IT experience are highly desirable
- Hold the ITIL® Foundation Certificate in IT Service Management
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes)

## Examination:

<b>Type:</b>	Multiple choices,8 questions, scenario based
<b>Duration:</b>	Maximum 90 minutes
<b>Pass Score:</b>	70% (28 out of 40)
<b>Delivery:</b>	PBT and CBT
<b>Examination Body:</b>	Exin   PeopleCert   TUV- SUD

## Credit:

There is no specific training course to achieve ITIL® Expert level. Once you have met the following criteria you can apply for this certification:

- The Service Strategy module is worth three credits
- Candidates must have earned a minimum total of 17 credits from the Foundation and Intermediate modules.
- Once you have earned 17 credits from the Intermediate modules, you must take and pass the Managing Across the Lifecycle module
- A total of 22 credits minimum must be achieved from ITIL® Intermediate Level or earlier ITIL® certifications
- The Managing Across the Lifecycle (MALC) module must then be taken and passed to achieve a total of 22 credits, which is the minimum required for ITIL Expert level.

For more details contact

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