

ITIL® Intermediate Lifecycle - Service Strategy

Course Overview

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This is a 4-day class

The ITIL Intermediate certificate in Service Strategy (SS) is a course that can be run over three or four days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Service Strategy phase of the Service Lifecycle, aligned to the current version, ITIL: 2011. Delegates will also prepare for a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, and mock examinations.

Who Should Attend

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

The Service Strategy Qualification would most likely suit the following candidates:

- Chief Information Officers
- Chief Technology Officers
- General IT Management
- Supervisor staff
- Team leaders
- Designers
- Architects
- Planners
- IT consultants
- IT audit managers
- IT security managers
- IT professionals involved in continual service improvement

The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Course Objectives



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The purpose of the ITIL Intermediate certificate in Service Strategy is to certify that the delegate has gained a thorough and detailed knowledge of strategic principles, advanced concepts, and has comprehended the essential management requirements for practices in this phase of the Service Management Lifecycle. When the delegate has completed this course, they should be confident in their ability to approach core strategic activities, such as:

- Acquiring the knowledge and management principles needed to formulate IT Service Strategy and the organizational capability to provide the vision and forward direction for Service Management
- Develop an IT Service Strategy aligned with the business strategies and goals
- Define enterprise IT policies around standards and architectures
- Improve the financial transparency of IT service costs and usage
- Tie IT Strategy decisions to service and process investment priorities
- Plan the IT Service Lifecycle from concept to retirement
- Integrate Service and Project Portfolio Management practices
- Improving utilization of internal and external service providers
- Redefine the relationship of the three types of Service Providers
- Define and manage strategic risk by the use of a Business Impact Analysis across the Service Lifecycle

Other Prerequisites

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

Course Outline

- 1 Dynamics and forces impacting IT management**
- 2 Defining services and how services can deliver value to the customer market spaces**
- 3 The impact of external markets, customer requirements and continual service improvement on the Service Strategy**
- 4 Organization structures and provider types supporting an IT Value Network**
- 5 Defining and managing the relationship between business and IT services and the demand for those services**
- 6 Defining customer value creation**
- 7 Defining and managing IT financial measures for success**
- 8 The strategic benefits of service based costing and recovery**
- 9 Conducting strategic assessments and dealing with market uncertainty**
- 10 A practical approach to creating a Service Management strategy**

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- 11 Review of Service Strategy processes including:
Strategy Management for IT Services, Service Portfolio Management, Financial Management, Demand Management, and Business Relationship Management
- 12 Driving strategy through the Service Lifecycle
- 13 How to measure Service Strategy and create return on investment