

ITIL® Intermediate Lifecycle: Service Strategy

Overview

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 and sit a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the final day.

Target Audience

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

Course Objectives

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 organisational 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 utilisation of internal and external service providers

[Register Online](#)

Schedule

Class Length: 4 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"
ILT = "Instructor-Led-Training"

This course is not currently available on the public schedule. Please contact us using the information in the footer below to inquire about future dates or to schedule a private class.

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

Course Outline

Please contact the center for outline details
