ITIL® SS INTERMEDIATE

COURSE INFORMATION

This online ITIL® Service Strategy course is intermediate level, focusing on the importance of the strategic aspect of services within the IT service lifecycle. This certification will help you exhibit that you understand risks and success factors and have the knowledge to form and progress strategy within an organisation or program.

This intermediate level certification will offer you an introduction to Service Strategy including the Service Strategy principles and the Service Strategy processes. It is broken down in 22 easy to absorb lessons covering ITIL terminology, structure, concepts and processes.

COURSE CONTENT

Introduction to Service Strategy

Service Strategy Principles

Service Strategy Processes:
- Financial Management for IT Services
- Service Portfolio Management
- Demand Management
- Business Relationship Management
- Strategy Management for IT Services
- Governance
- Organising for Service Strategy
- Technology Considerations
- Implementing Service Strategy
- Challenges, Critical Success Factors & Risks
- Preparing For The Exam.

HOW WE HELP

Self Paced Learning - The course is available on demand so you can study the content as much as you need to ensure full understanding before moving on.

90 or 150 Day Access - Choose the course access duration to fit study around your schedule.

Fully Accredited - Guaranteed accuracy of materials and relevance to the current syllabus.

Study Guides & More - Videos, quizzes, exercises, study guides and official syllabus and sample exams.

Tutor Support - Provided by qualified industry experts and included in the course price.
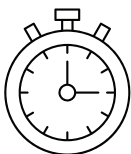
24/7 Helpdesk - Full support to assist you with any technical difficulties if ever and whenever they arise.

Your course includes video tutorials, study guides and quizzes.

Study Duration - 21 hours self-study with the Service Strategy core volume is recommended.

EXAM INFORMATION

DURATION	FORMAT	DELIVERY	PASS MARK	LANGUAGE	EXAM VALUE
90 minutes	Closed Book Multiple Choice	Online Webcam Proctored	28/40 Marks from 8 Questions (70%)	English (Extra time available for non-native English speakers)	3 ITIL Credits