



Course 4577: ITIL® Service Strategy

About this course

This 3-day (21 contact hour) course provides learners with the knowledge of management level concepts and core information of the activities and techniques within service strategy. To achieve the ITIL® Service Strategy certificate in IT service management you must complete all units and successfully pass the corresponding examination.

Certification Examination Type and Duration

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 and strategy as documented in the ITIL Service Strategy publication. Upon completion of the course, candidates may sit the optional ITIL® Service Strategy examination leading to the ITIL® Service Strategy Certificate in IT Service Management. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a multiple choice format that consists of eight (8) questions.

Audience

This course is intended for individuals who require a detailed understanding of the ITIL® Service Strategy phase of the ITIL® Core Lifecycle and how it may be implemented to enhance the quality of IT service provisioning within their organization, as well as IT professionals working within or about to enter a Service Strategy environment and requiring an understanding of the concepts, processes, functions and activities involved.

This course is also intended for individuals seeking the ITIL® Expert in IT Service Management qualification, or the ITIL® Expert in IT Service Management qualification.

Prerequisites

In order to take the ITIL® Service Strategy course, candidates must:

- Have passed the ITIL® Foundation certification exam
- In order to take the ITIL® Service Strategy exam, candidates must complete the ITIL® Service Strategy course and present a Certificate of Completion
- A basic IT literacy and around 2 years IT experience are highly desirable
- It is also recommended that candidates should complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Strategy publication in preparation for the examination, paying particular attention to the Service Strategy-specific terminology cited in the syllabus and defined in the Official ITIL Acronyms and the Official ITIL Glossary, noting new terms and questions to raise in class.

Duration

3 days (21 hours).

Learning Objectives

After completing this course, learners will be able to gain knowledge and understanding of:

- Introduction to service strategy
- Service strategy principles
- Service strategy processes
- Governance
- Organizing for service strategy
- Technology considerations
- Implementing service strategy
- Challenges, critical success factors and risks.

Course Outline

Module 1: Introduction to Service Strategy

Module 2: Service Strategy Principles

Module 3: Service Strategy Processes

Module 4: Governance

Module 5: Organizing for Service Strategy

Module 6: Technology Considerations

Module 7: Implementing Service Strategy

Module 8: Service Strategy Challenges, Critical Success Factors, and Risks

Module 9: Summary, Exam Preparation, and Directed Studies

For more information or to place an order, visit pultorak.com or contact us at [\(206\) 729-1107](tel:2067291107) or info@pultorak.com.