



ITIL® V3 Intermediate Life Cycle-Service Strategy Course Outline **PDU=21**

Objectives

- Understanding Service Management as a Practice and Service Strategy principles, purpose and objective
- Understanding how all Service Strategy processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Strategy processes
- The roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence
- How to measure Service Strategy performance
- Understanding technology and implementation requirements in support of Service Strategy
- The challenges, critical success factors and risks related with Service Strategy

Audience

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the ITIL Service Strategy stage of the ITIL Service Lifecycle and how activities in it may be implemented to enhance the quality of IT service management within an organization
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking an understanding of the concepts, processes, functions and activities involved in Service Strategy
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of strategy activities within the Service Lifecycle.

Prerequisites

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Course Description

This course immerses participants in the overall concepts, processes, policies, and methods associated with the Service Strategy (SS) phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the SS phase, 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.

Duration

3 days (classroom)

Agenda

- Introduction & SS Principles
- Defining Services and Market Spaces
- Conducting Strategic Assessments



- Financial Management
- Service Portfolio Management
- Managing Demand
- Driving Strategy Through The Service Lifecycle
- Critical Success Factors and Risks
- Exam Preparation / Mock Exam
- Exam

About the Examination:

- Evidence of ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate and completion of the Service Strategy Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Strategy book in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Upon successful passing of the ITIL v3 Service Strategy Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.