

ITIL Service Strategy

The ITIL Intermediate Qualification

Service Strategy Certificate is not only 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 Certification in IT Service Management.

The purpose of this training module and the associated exam and certificate is respectively, to import, test, and validate the knowledge on industry practices in Service Management and strategy as documented in the ITIL Service Strategy publication.

Course Objective

This qualification provides a complete overview of Service Strategy including all its related activities: how to design, develop, and implement service management not only as an organizational capability but also as a strategic asset.

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- ▶ Introduction to Service
- ▶ Service Strategy principles
- ▶ Service Strategy processes
- ▶ Governance
- ▶ Organizing for Service Strategy
- ▶ Technology Considerations
- ▶ Implementing Service Strategy
- ▶ Challenges, Critical Success Factors & Risks

Participants

The course covers the management-level concepts and core information of the supporting activities within Service Strategy, but not specific details about each of the supporting processes.

The main target candidate for the ITIL Intermediate qualification Service Strategy Certificate includes, but is not restricted to:

- ▶ Chief Information Officers (CIOs)
- ▶ Chief Technology Officers (CTOs)
- ▶ Managers

- ▶ Supervisory Staff
 - ▶ Team Leaders
 - ▶ Service Designers
 - ▶ IT Architects
 - ▶ IT Planners
 - ▶ IT Consultants
 - ▶ IT Audit Managers
 - ▶ IT Security Managers
 - ▶ ITSM trainers involved in the on-going management, co-ordination and integration of strategizing activities within the Service Lifecycle
 - ▶ 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
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- ▶ IT professionals working in roles associated with strategic planning, executing and control within a service-based business model. Seeking an understanding of the concepts, processes, functions and activities involved in service strategy
 - ▶ Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
 - ▶ Individuals seeking the ITIL Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
 - ▶ Individuals seeking progress toward the ITIL Master Certification in IT Service Management for which the ITIL Expert is a prerequisite.
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Prerequisites

To be eligible for the ITIL Intermediate qualification Service Strategy examination candidates must have fulfilled the following requirements:

- ▶ At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an Accredited e-Learning Solution) for this syllabus, as part of a formal, approved training course/scheme.
- ▶ A basic IT literacy and around 2 years IT experience are highly desirable.
- ▶ Hold the ITIL Foundation Certification in IT Service Management (or other appropriate earlier ITIL and bridge qualifications).
- ▶ 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, specifically *Chapter 2 : Service management as 1 practice*.

Course Outline

Agenda

- ▶ LEARNING UNIT 1: Introduction to Service Strategy
- ▶ LEARNING UNIT 2: Service Management as a Practice
- ▶ LEARNING UNIT 3: Service Strategy Principles
- ▶ LEARNING UNIT 4: Service Strategy Processes
- ▶ LEARNING UNIT 5: Governance
- ▶ LEARNING UNIT 6: Organizing for Service Strategy
- ▶ LEARNING UNIT 7: Technology Considerations
- ▶ LEARNING UNIT 8: Implementing Service Strategy
- ▶ LEARNING UNIT 9: Challenges, Critical Success factors & risks
- ▶ LEARNING UNIT 10: Summary & Directed studies

Exam Details

- ▶ Eight (8) Multiple Choice Questions
- ▶ Scenario based, gradient scored questions
- ▶ Each question will have 4 possible answer options, one of which is worth 5 marks, one is worth 3 marks, one is worth 1 mark and one is a distracter and achieves no marks
- ▶ Duration : 90 Minutes
- ▶ Prerequisite : ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- ▶ Completion of an Accredited course from an ITIL Accredited Training Provider
- ▶ Supervised : Yes
- ▶ Open Book : No
- ▶ Pass Score : 28/40 or 70%