

# ITIL® Intermediate: Service Strategy

1. Plan important activities and functions of SS processes
2. Analyze principles, processes, techniques and relationships of SS
3. Assess IT Governance to define scope, purpose and objectives of all SS processes
4. Support Service Strategy
5. Manage processes and people during service Strategy
6. Evaluate SS processes with critical success factor and KPI's and
7. Prepare for ITIL® Service Strategy Exam

## Training includes

1. Introduction to SS terms and definitions
2. Understanding principles and processes in service Strategy
3. Understanding Value creation based on business case
4. Monitoring and assessing service strategy activities
5. Exam preparation

## Important Course Information

1. ITIL® Foundation certificate is eligibility for taking this course.
2. Reading the material prior to course will be additional benefit to participants.
3. Approximately 1 hour of home study each evening
4. Course tuition includes the ITIL® Intermediate Qualification: Service Strategy Certification Exam, as well as overview maps that illustrate the ITIL® lifecycle stages, serving to reinforce key concepts and functioning as valuable reference tools

## Who Should Attend?

This course is valuable for those who want to achieve the ITIL Intermediate Qualification: Service Strategy Certificate. The ITIL® Foundation Certificate is required to attend this course and to take the ITIL® Intermediate Service Strategy exam on the final day.

## ITIL® - Related Courses

1. ITIL® Foundation
2. ITIL® Intermediate Lifecycle
  - ITIL® Intermediate: Service Strategy
  - ITIL® Intermediate: Service Design
  - ITIL® Intermediate: Service Transition
  - ITIL® Intermediate: Service Operation
  - ITIL® Intermediate: Continual Service Improvement
3. ITIL® Intermediate Lifecycle
  - ITIL® Intermediate: Operational Support and Analysis
  - ITIL® Intermediate: Release, Control and Validation
  - ITIL® Intermediate: Planning, Protection and Optimization
  - ITIL® Intermediate: Service Offerings and Agreements
4. ITIL Managing Across the Lifecycle Qualification (**ITIL® Expert**)

<b>Days 1 - 2 Course Hours:</b>	<b>Day 3 Course Hours - Last Day:</b>	<b>Free Course Exam*:</b>
9:00 a.m. - 5:30 p.m.	9:00 a.m. - 4:45 p.m.	3:15 p.m. - 4:45 p.m.
Two 15-minute breaks	Two 15-minute breaks	
45-minute lunch	45-minute lunch	