

ITIL[®] Service Strategy

Course Outline

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Prerequisites: Must be ITIL Foundation Certified

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 in IT Service Management Certificate. 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 as documented in the ITIL Service Strategy publication.

The ITIL Service Strategy intermediate certificate is one of the five lifecycle phase courses that builds on the knowledge gained from the ITIL[®] Foundation certificate. This lifecycle phase is for you if you wish to seek, or currently hold, a management or team leader role within your organisation. The primary focus for this ITIL[®] Service Strategy certification is the management of teams responsible for the strategic assessment and planning for new or changing IT services, which will enable your organisation to achieve its strategic goals.

Organisational Benefits

By ensuring that the business and IT work together as a team, this will ensure that the design and delivery of a new or changed service meets the customer requirements. By adopting service strategy principles, it will allow the technical teams to develop the service quicker as there will be less opportunity for any misunderstanding, through regular and accurate liaison and communication.

IT staff will be more aligned with the aims of the business as a whole, rather than just the technical aspects. Service strategy is a key area for those professionals working in roles associated with the strategic planning, execution and control within a service-based business model, including those seeking an understanding of the concepts, processes, functions and activities involved.

Individual Benefits

You will gain an understanding on how to identify and meet the required outcomes for the business, plus what level of service is required, and how this can be achieved. By enabling IT to be able to respond quickly and effectively to the needs of the business, will generate increased team functionality, increased enjoyment of delivering what was required, on time. By having a better understanding of the best-practice framework, it will enable you to identify areas for improvement back at the workplace, and allow you to develop your current role further, and help you do your job better. The reward being advancement within your company and a potential to increase your salary!

What Modules are covered?

1. Introduction to Service Strategy
2. Defining services and market spaces
3. Conducting Strategic Assessments
4. Financial Management
5. Service Portfolio Management
6. Managing demand
7. Managing demand
8. Challenges, CSFs and Risks

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