Szkolenie: ITIL®
ITIL® Services Strategy (SS)

FORMA SZKOLENIA | MATERIAŁY SZKOLENIOWE | CENA | CZAS TRWANIA
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Stacjonarne | Tradycyjne | 2100 PLN NETTO* | 4 dni
Stacjonarne | Cyfrowe | 2100 PLN NETTO* | 4 dni
Stacjonarne | Tablet CTAB | 2500 PLN NETTO* | 4 dni
Metoda dlearning | Tradycyjne | 2100 PLN NETTO* | 4 dni
Metoda dlearning | Cyfrowe | 2100 PLN NETTO* | 4 dni
Metoda dlearning | Tablet CTAB | 2500 PLN NETTO* | 4 dni

OPCJE DODATKOWE

Książka | 425 PLN NETTO* |
Ebook | 425 PLN NETTO* |
Egzamin podczas szkolenia | 850 PLN NETTO* |
Egzamin online w domu | 950 PLN NETTO* |

* (+VAT zgodnie z obowiązującą stawką w dniu wystawienia faktury)

LOKALIZACJE

Kraków - ul. Tatarska 5, II piętro, godz. 9:00 - 16:00
Warszawa - ul. Bielska 17, godz. 9:00 - 16:00

Cel szkolenia:

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The primary focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® SS (Service Strategy) course is part of the ITIL® Intermediate Lifecycle stream. The
The course prepares candidates to take the **ITIL® Service Strategy Intermediate exam** as well as providing valuable knowledge that can be implemented in the workplace. The **Service Strategy Certificate** is a free-standing qualification but is also part of the ITIL® Intermediate Lifecycle stream. It is one of the modules that leads to the **ITIL® Expert Certificate in IT Service Management (ITSM)**. The purpose of this module, exam and certificate is to impart, test, and validate the knowledge on industry practices in **IT Service Management** as documented in the **ITIL® Service Strategy** publication.

This qualification provides a complete management-level 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:

- 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.

In addition, the training for this certification includes examination preparation, and a mock examination.

This lifecycle stage focuses on organizing and maintaining **Service Strategy**. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the **ITIL® Intermediate Service Strategy certification exam** as well as providing valuable practical knowledge that can be applied in the workplace immediately. The integrated case study deepens the participant’s appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

**Plan szkolenia:**

- **COURSE INTRODUCTION**
  - Scope of Service Strategy
  - Service Strategy Processes
  - Value to the Business
  - Context of Service Strategy

- **PRINCIPLES**
  - Basic Approach
Strategy and Opposing Dynamics
The four P's
Outcomes & Outputs
Services, Value, Utility & Warranty
Assets - customer, service and strategic
Service Providers
Defining Services
Strategies for customer satisfaction
Service Economics
Sourcing Strategy
Inputs and output with the service lifecycle

PROCESSES
Purpose & Objectives
Scope
Value to business
Policies, principles and basic concepts
Activities, methods and techniques
Triggers, inputs, outputs and interfaces
Critical success factors and key performance indicators
Challenges and risks

GOVERNANCE
Governance
Strategy for governance
Evaluate, direct, monitor
Governance framework
What is IT Governance
Governance bodies
How Service Strategy relates to Governance

ORGANIZATION
Organizational development
Organizational departmentalization
Organizational design
Role of service owner
Strategy, portfolio, financial, and demand roles

TECHNOLOGY CONSIDERATIONS
Service Automation
○ Service Interfaces

○ IMPLEMENTING SERVICE STRATEGY
  ○ Implementation throughout the lifecycle
  ○ Following the lifecycle approach
  ○ Impact of Service Strategy

○ CHALLENGES, CRITICAL SUCCES FACTORS & RISKS
  ○ Challenges
  ○ Risks
  ○ Critical Success Factors

○ APPENDICES
  ○ Business case study and exercises
  ○ Sample Exams
  ○ Glossary & Acronyms
  ○ Forms

Wymagania:

An **ITIL® Foundation certificate** and preferably two years of work experience in an **IT Service Management** environment.

Poziom trudności

Certyfikaty:

About **ITIL® Services Strategy (SS) exam**: Multiple choice, scenariobased, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/Closed Book: Closed Book

Prowadzący:

Authorized PEOPLECERT Trainer.

Informacje dodatkowe:

**ITIL® jest zarejestrowanym znakiem handlowym należącym do firmy AXELOS Limited i używanym za jej zgodą. Wszelkie prawa zastrzeżone.**
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