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 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, scenario-based, 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:
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