

Training: ITIL®
ITIL® Services Strategy (SS)

FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Hardcopy	550 EUR	4 days
Traditional	Digital materials	550 EUR	4 days
Traditional	CTAB Tablet	650 EUR	4 days
Distance learning	Hardcopy	550 EUR	4 days
Distance learning	Digital materials	550 EUR	4 days
Distance learning	CTAB Tablet	650 EUR	4 days

ADDITIONAL OPTIONS

Book	106 EUR
Ebook	106 EUR
Exam during the training	250 EUR
Online exam at home	240 EUR

LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

TRAINING GOALS:

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.

CONSPECT:

- 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 SUCCESS FACTORS & RISKS
 - Challenges
 - Risks
 - Critical Success Factors
- APPENDICES
 - Business case study and exercises
 - Sample Exams
 - Glossary & Acronyms
 - Forms

REQUIREMENTS:

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

Difficulty level



CERTIFICATE:

About 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

TRAINER:

Authorized PEOPLECERT Trainer.

ADDITIONAL INFORMATION:

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