

Lifecycle Modules

ITIL v3 Intermediate :Service Strategy eLearning course



ADVICE | SKILLS | KNOWLEDGE



Course Description:

This Online Learning course immerses learners in the overall concepts, processes, policies and methods associated with the Service Strategy phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Strategy stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

The Service Strategy Certificate covers the following ITIL processes:

- Service Strategy principles
- Defining services and market spaces
- Conducting strategic assessments
- Financial Management
- Service Portfolio Management
- Managing demand
- Driving strategy through the Service Lifecycle
- Understanding Critical Success Factors and risks

Target Group:

The Service Strategy Lifecycle course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the Service Strategy stage of the Service Lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization
- IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking an understanding of the concepts, processes, functions and activities involved in Service Strategy
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of strategy activities within the Service Lifecycle.

Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Strategy principles, purpose and objective
- Understanding how all Service Strategy processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Strategy processes
- The roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence
- How to measure Service Strategy performance
- Understanding technology and implementation requirements in support of Service Strategy
- The challenges, critical success factors and risks related with Service Strategy
 - Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
 - There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

What's the difference between the Lifecycle and Capability certificates?

The Lifecycle and Capability certificates comprise the two streams, or branches, of the ITIL v3 intermediate-level qualification scheme.

The Lifecycle stream-which includes the Service Strategy qualification-consists of five modules or certifications. These certifications focus on the Service Lifecycle, the use of process and practice within the lifecycle and developing the skills needed to deliver quality Service Management practices in an organization.

The Capability certificates, which are made up of four modules, are geared toward those who want a thorough understanding of v3 processes and roles. The primary focus is on activities, execution and use of the processes throughout the entire Service Lifecycle.

Prerequisites:

Candidates for this course must:

About the Examination:

- Evidence of ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate and completion of the Service Strategy Lifecycle course
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Strategy book in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%

- Distinction pass score is under consideration

Credits:

- Upon successful passing of the ITIL v3 Service Strategy Lifecycle exam, the student will be recognized with **3 credits** in the ITIL qualification scheme.



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