

Course Service Strategy ITIL® Intermediate

Intermediate course ITIL SS – Lifecycle stream

Course length: 3 days + 2 hours certification exam next day

Price: 26.970 CZK + VAT (33.860 including certification exam PEOPLECERT or EXIN)

* individual price for more participants - ☎

* course can be organized on premise - ☎

Registration: [registration form](#) **Places:** Brno, Prague, Ostrava

Dates: see courses calendar on main page – www.q4it.eu

Target group:

- Chief information officers (CIOs), Chief technology officers (CTOs), Managers, Supervisory staff, Team leaders
- Service designers, IT architects, IT planners, IT consultants, IT audit managers, IT security managers
- ITSM trainers involved in the on-going management, co-ordination and integration of strategizing activities within the service lifecycle
- Individuals who require a deeper understanding of the ITIL service strategy stage of the ITIL service lifecycle and how activities in it 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 who have attained the ITIL Foundation Certificate in ITSM and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certification in ITSM for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in ITSM for which the ITIL Expert is a prerequisite.

Prerequisites: Course participants must hold certificate „ITIL® Foundation“

Course learning objectives:

This qualification provides a complete 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 upon successful completion of the education and examination components related to this certification:

- 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 should include examination preparation, including a mock examination opportunity.

Course agenda:

- ❖ Introduction to service strategy
- ❖ Service strategy principles
- ❖ Service strategy processes
 - Strategy management for IT services
 - Service portfolio management
 - Financial management for IT services
 - Demand management
 - Business relationship management
- ❖ Governance, Organizing for service strategy, Technology considerations
- ❖ Implementing service strategy
- ❖ Challenges, critical success factors and risks.



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Participants will learn:

- Apply principles described in this part of ITIL
- Understanding of goals and outputs of individual processes of Service strategy lifecycle stage
- Responsibilities of individual roles in Service Strategy stage, Prepare for passing certification test

Additional information:

- Course material is in English to keep precise meaning of terms and definitions
- Course participants are provided with hot/cold drinks, lunch, snacks
- Individual and group assignments are part of the course to actively involve course participants
- Course is led by experienced trainer with many years practical experience – ITIL Expert