

ITIL® Service Lifecycle - Service Strategy (SS) - including exam

Duration: 4 days

Overview:

This intermediate course looks at the IT department from an organisational perspective to truly understand how IT can help the business achieve their strategic objectives. It focuses on understanding how to design IT services not only as an organisational capability but also as a strategic asset. The course covers the management of service strategy and core information of supporting activities within the Service Strategy stage. There is an examination at the end of the course. The SS exam is very challenging. It consists of a complex multiple-choice, closed book paper of 8 questions, to be answered within 90 minutes. The pass mark is 70% or more. Two practice exam papers will be provided to assist with preparation. Successful candidates will be awarded 3 credits towards the ITIL® Expert Certification.

Industry Association Recognition: Australian Institute of Project Management (AIPM)

- Continual Professional Development (CPD) points: 10 points

Target Audience:

The course is designed for but not limited to, CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers involved in the ongoing management, coordination and integration of strategising activities within the Service Lifecycle.

Pre-requisites:

Before attending this course, students must have attended and achieved the ITIL® Foundation and Exam qualification. Proof will need to be provided before attending the course. Candidates should have exposure to basic concepts in IT and related work experience of at least two years. Students are advised to prepare for this course by reading the sections of the core ITIL® publications that are mentioned in the Service Strategy Syllabus. The core ITIL® publications are not included with this course. There will be approximately 21 hours of personal study required in the evenings during this course, as part of preparation for the exam.

At Course Completion:

After completing this course, students will be able to:

- Service Strategy Principles
- Defining services and market spaces
- Conducting Strategic Assessments
- Financial Management for IT Services
- [Read more...](#)

Service Strategy Principles

- Introduction to the core concepts and practices in Strategy and organisation applied to Service Management and IT.

Defining Services and Market Spaces

- Internal marketing, business development, and opportunity analysis.

Conducting Strategic Assessments

- Process of conducting strategic analysis with respect to customers, market spaces, and existing capabilities of a service provider.

Financial Management for IT Services

- Financial management and investments applied to Service Management. You will understand, describe, identify, demonstrate, apply, distinguish, produce, decide and analyse.

Service Portfolio Management

- Portfolio management concepts, methods, and principles applied to Service Management. You will understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyse.

Managing Demand

- Demand Management, profiling, segmentation, and service packaging strategies to effectively serve different types of customer needs and business activity patterns.

Driving Strategy Through the Service Lifecycle

- How Service Strategy is implemented through tactics and operations framed by the Service Lifecycle.

Critical success factors and risks

- Critical success factors and risks that determine the viability of strategic positions and plans.

Summary and Exam Preparation

- This unit will summarise the material covered in the previous units and prepare delegates for the examination.