

ITIL[®] v3 Service Lifecycle Service Strategy

The ITIL[®] v3 Intermediate Qualification: Service Strategy Certificate is a free-standing qualification, and is one of six modules that lead to the ITIL[®] Intermediate Expert in IT Service Management certification.

This training course, associated exam and certificate teaches, tests, and validates knowledge on industry practices in service management and strategy as documented in the ITIL[®] Service Strategy publication.

This is an intensive programme and evening work and studies will be required in order to adequately prepare for the internationally recognised exam.





About the course

We understand that people are a vital element of any effort to improve overall service delivery.

Most organisations recognise this, but very few have a structured solution to manage it.

We offer a variety of ITIL® Certifications and integrated workshops that prepare students to apply knowledge and techniques gained from our courses into real-world situations. Customised corporate training for your organisation is also available.

Course Outline

- Leading discussions on Service Strategy
- Defining services and market spaces
- Conducting strategic analysis
- Applying Financial Management
- Managing demand
- Driving strategy through the Service Lifecycle
- Understanding Critical success factors and risks

Target Audience

- 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 organisation
- 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

Duration

The programme is a full 3 day event, including exam preparation and the option to take the international examination at the end of the final day.

Pre-Requisites

- Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the v3 Foundation or v2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission
- In order to gain access to the International exam, delegates need to have attended an accredited course with an accredited provider

Certification

- 8 complex multiple choice questions
- 90 minutes
- Maximum marks available: 40
- Pass Mark: 28 marks
- Each answer is weighted according to its degree of correctness. 5 marks for the most correct, 3 marks for the next most correct and 1 mark for the least correct answer. One answer is a distracter worth 0 marks

Outcomes

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Strategy's function in the Lifecycle and its affect on the business
- The ability to define services and market spaces
- Capability to conducting strategic analysis
- Ability to understand and apply Financial Management concepts as well as understanding their affect throughout the Lifecycle
- Efficiently Managing Demand of services to ensure maximum utilisation
- Ability to drive strategy policies throughout the Service Lifecycle
- Understanding the challenges, critical success factors and risks around Service Strategy

Bookings and Enquiries

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