

ITIL® Intermediate Training - Service Strategy

The ITIL® Intermediate Service Strategy Training Course provides a stand-alone qualification, but is also part of the ITIL Intermediate Life Cycle stream, and one of the modules that leads to the ITIL Expert qualification.

Objective

When you have completed this ITIL® Intermediate Service Strategy training course you will know:

- Understanding of The importance of Service Management as a Practice concept and Service Strategy Principals, Purpose and Objective
- How ITIL Service Strategy interacts with other Service Life Cycle Processes
- The activities, methods and functions used in each of the ITIL Service Strategy processes
- The roles and responsibilities within ITIL Service Strategy and the activities and functions to achieve operational excellence
- Explain how to measure ITIL Service Strategy
- Understanding of technology and implementation considerations surrounding ITIL Service Strategy
- Challenges, Critical Success Factors and Risks associated to ITIL Service Strategy

Details

Duration: 3 Days

Who is this course for

Before attending this ITIL Intermediate Service Strategy training course you must hold an ITIL Foundation certificate. To obtain an ITIL Foundation certificate, attend our [ITIL Foundation training course](#).

Course Content

Modules:

- Service Strategy Principles
- Defining Services and Market Spaces
- Conducting Strategic Assessments
- Financial Management
- Service Portfolio Management
- Managing Demand
- Driving Strategy through the Service Life Cycle
- Critical Success Factors and Risks

The ITIL Intermediate Service Strategy course also includes exam preparation and mock examinations

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