

ITIL Service Strategy

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL Lifecycle Module in Service Strategy is a stand-alone module but also part of the ITIL Intermediate Lifecycle stream. It is also one of the modules that leads to the ITIL Expert in IT Service Management.

Benefits to the individual

- Recognised professional qualification
- Understand the application of ITIL guidelines and frameworks that contribute to industry best practice within the service strategy area
- Helps individuals to improve the quality of IT service management within an organisation
- Pre-requisite module for ITIL Expert certification in IT Service Management

Benefits to the business

- The adoption of proven best practice processes results in improved IT services and increased productivity throughout the business
- Improved customer satisfaction and less down time through quicker fixes
- Better process management leads to increased efficiency and reduced costs
- The framework is flexible, scalable, and systematic and can be used within different organisations irrespective of size or industry

Audience

CIOs & CTOs
Designers, architects & planners
IT consultants, IT audit & security managers
Those who require a deeper understanding of the Service Strategy stage of the ITIL Service Lifecycle & how its activities can be implemented to improve the quality of IT service management within an organisation.

Course duration

Three days (the exam is normally taken during the afternoon of the third day).

Pre-requisites

Delegates must have passed ITIL Foundation Certificate in IT Service Management in order to attend ITIL Service Strategy. It is highly recommended that delegates read the pre-course reading before the course. Delegates will need to undertake at least 21 hours of self-study reviewing the syllabus & course materials to prepare for the exam.



Course outline

The objectives of the ITIL Service Strategy course are:

- To understand how ITIL Service Strategy can be used to enhance the quality of IT service management within an organisation
- To gain an understanding of what drives the need for IT services and how investments are justified
- To understand critical success factors and risks and the need to drive strategy throughout the service lifecycle

The course is conducted through interactive group study using practical examples and activities. An in-depth case study allows delegates to see how the theory is applied in a real life situation. Over the three day course, the following topics are covered.

Exam details

A 90 minute closed book exam is taken on day three of the course. It consists of 8 multiple choice, scenario-based, gradient scored questions. Each question will have 4 possible answer options – one is worth 5 marks, one is worth 3 marks, one is worth 1 mark and one is an incorrect answer worth no marks. The pass mark is 28/40 or 70%.

Course content

Introduction to service strategy

- The purpose, goals and objectives of service strategy
- The scope of service strategy and its value to the business
- The context of service strategy in relation to all other lifecycle stages.

Service strategy principles

- The ability to decide on a service strategy
- How to utilise the four P's of service strategy
- How to define services, create value and leverage the combined use of utility and warranty
- How to use service economics and sourcing strategies when meeting business outcomes

Service strategy processes

- The management level concepts for the five service strategy processes and how they flow and integrate with the lifecycle
- The purpose, scope and objectives of each service strategy process and how they link to value for the business

Governance

- The ability to analyse IT governance and use it to set strategy by leveraging governance frameworks, bodies

Organising for service strategy

- The ability to create an organisational design using the relevant development and departmental methods

Technology considerations

- Understand the relevance and opportunities for service automation and the importance and application of technology interfaces across the lifecycle

Implementing service strategy

- Develop implementation strategies that follow a lifecycle approach (e.g. design, transition, operation and improvement, programmes)

Challenges, critical success factors and risks

- The ability to provide insight and guidance for strategic challenges, risks and critical success factors