

ITIL Service Strategy

Overview

This course focuses on the activities for transforming ITSM into a strategic asset and driving strategy through the service lifecycle. Topics include the principles of Service Strategy, Strategy Management for IT Services, Service Portfolio Management, Demand Management, Financial Management, and Business Relationship Management. Governance, critical success factors, and risks are also covered. The course prepares attendees for the ITIL Intermediate Qualification: Service Strategy Certificate, one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

Audience

- 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 ongoing management, coordination, 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 IT Service Management and wish to advance to higher-level ITIL certifications.
- Individuals seeking the ITIL Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules.
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

Prerequisites

- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate, earlier ITIL and bridge qualifications).
- A basic IT literacy and around 2 years' IT experience are highly desirable.
- At least 21 contact hours [hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution], as part of a formal, approved training course/scheme.
- Complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Strategy publication in preparation for the examination.

Course Objectives

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.

Course Outline

Introduction to service strategy

- The purpose, goals, and objectives of service strategy.
- The scope of service strategy.
- The 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 utilize the four Ps 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: Strategy Management for IT Services, Service Portfolio Management, Demand Management, Financial Management for IT Services, and Business Relationship Management.
- The purpose, scope, and objectives of each service strategy process and how they link to value for the business. Governance
- The ability to analyze IT governance and use it to set strategy by leveraging governance frameworks, bodies. Organizing for service strategy
- The ability to create an organizational 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 programs).

Challenges, critical success factors, and risks

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

Recommended next courses

Courses from the lifecycle or capability streams leading to the ITIL Expert qualification.

Professional benefits

The following credits are available for this course:

- 3 credits towards ITIL Expert certification.
- 26 PDUs on business and strategy.