Tel +44 20 4571 2395
info@siliconbeachtraining.co.uk

What is ITIL® Intermediate Training - Service Strategy?

The ITIL® Intermediate Qualification: Service Strategy Certificate is a stand-alone qualification but is also part of the ITIL Intermediate Life Cycle stream, and one of the modules that lead to the ITIL Expert qualification.

The purpose of this ITIL Intermediate Service Strategy training course and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge of industry practices in service management and strategy as documented in the ITIL Service Strategy publication.

ITIL® Intermediate Course Service Strategy Exam

The Service Strategy exam is a 90 minute closed book exam consisting of eight multiple choices, scenario based questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which achieves no marks.

Who is ITIL® Intermediate Training - Service Strategy intended for?

Before attending this course you must hold a valid ITIL Foundation Certificate.

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Course Objectives

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

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- Understanding of technology and implementation considerations surrounding ITIL Service Strategy
- Challenges, Critical Success Factors and Risks associated to ITIL Service Strategy

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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