



ITIL® Intermediate Service Strategy Certification Exam Training - Brochure



Gain the Knowledge to become an ITIL Service Strategy Specialist

The Importance of ITIL Service Strategy Certification

IT service management (ITSM) is a practice that enables organisations to deliver high-quality IT services with the objective of delighting customers. Information Technology Infrastructure Library (ITIL) is a globally-accepted framework for ITSM and draws from best practices in private and public organisations.

Service Strategy is one of five modules offered as part of the ITIL Intermediate Service Lifecycle stream. Considered to be at the core of the ITIL Service Lifecycle, service strategy lays down clear guidelines for IT service providers, to enable them to prosper in the long run. With complete clarity and focus in the service strategy stage, organisations can develop IT services not only as a capability, but also as a strategic asset. With certified service strategy knowledge and skills, you can help optimise IT services for your organisation to attain its desired business objectives.

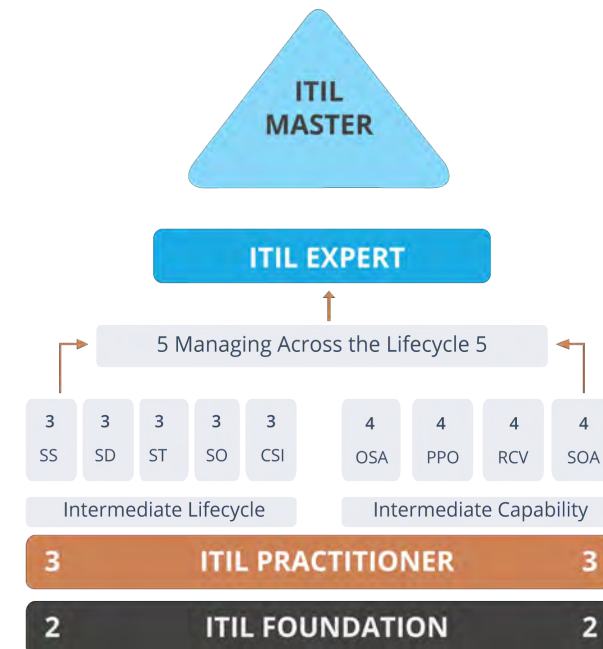
Get Invensis Learning Advantage

- PEOPLECERT accredited certification training
- 2-day intensive instructor-led training program
- Expert trainer, interactive sessions with case studies
- 2 ITIL Intermediate Service Strategy practice tests
- Exam fees included in the training course
- 21 PDUs certificate offered
- Copy of course content provided
- Classes across 108+ locations worldwide
- Instructor-led training that is always on schedule
- Global approvals and accreditations

Benefits of ITIL Service Strategy Certification

According to career search portal PayScale.com, the highest average salary of ITIL certified professionals in USA is ~ USD 127,000; in UAE, it is ~ USD 144,000; in UK, it is ~ USD 118,000; in Australia, it is ~ USD 109,000; and in Switzerland, it is ~ USD 137,000 (as on July 12, 2014). With the demand for ITIL certified professionals on the rise in organisations around the globe, an ITIL Intermediate Certification for Service Strategy can help you to make the most of rewarding opportunities and move up to the next level in your ITSM career.

THE ITIL CREDITS PATH TO SUCCESS IN YOUR ITSM CAREER



Benefits of ITIL Service Strategy Certification

The benefits of the ITIL Intermediate Service Strategy certification include:

Enhances your career prospects



With an ITIL Intermediate Service Strategy certification, you can have the knowledge and skills that are being sought by employers around the world, and hence, can expand the scope of your career as a global ITSM professional.

Puts the spotlight on your resume



The ITIL Intermediate Service Strategy credential on your resume indicates your knowledge and skills in the domain as well as your commitment to your professional development in ITSM. For recruiters, this can distinguish your resume from those of other applicants.

Improves on-the-job professional competence



With this qualification, you can expect to gain a thorough understanding of service strategy – from its principles and processes, to laying down a plan for its implementation, to identifying challenges and risks along the way. This knowledge will enable you to make a significant contribution to your organisation.

Builds your ITSM knowledge base



Knowledge of service strategy will help in building a holistic understanding of the ITIL framework, which is usually required as one moves up to senior ITSM roles. Additionally, the three credits earned with this module can be used to make up the required 22 for the ITIL Expert certification.

About Invensis Learning

Invensis Learning is a pioneer in providing globally-recognised certification training courses for individuals and enterprises worldwide. Our training methodology coupled with high quality courseware have enabled organisations to achieve high-impact learning with increased knowledge, competence, and performance.

We offer courses in various categories such as Project Management, IT Service Management, IT Security and Governance, Quality Management, Agile Project Management, DevOps, and Cloud Courses. We have trained 10000+ professionals worldwide and are a trusted partner for Fortune 500 companies, small and medium businesses, and government organisations to deliver globally-recognised training and certification programs. Invensis Learning certification training programs are adhered to global standards such as PMI, TUV SUD, AXELOS, ISACA, DevOps Institute, and PEOPLECERT.

Target Audience

The ITIL Intermediate Service Strategy certification is best suited for professionals in (but not limited to) the following roles:

- IT Management
- Supplier Relationship Management
- IT Finance Manager

Eligibility Criteria

You need to satisfy the following criteria to be eligible for the ITIL Intermediate Service Strategy certification examination:

- A participant should have cleared ITIL Foundation certification examination
- Have 21 contact hours of instruction with an accredited training organisation
- Basic IT literacy and around 2 years of IT experience are considered desirable

ITIL SS Course Overview

Introduction to ITIL Intermediate Service Strategy

- Purpose
- Objectives
- Scope
- Value to business

Governance

- Governance
- Setting the strategy for governance
- Evaluate, direct, monitor
- Governance framework
- What is IT governance
- Governance bodies
- How service strategy relates to governance

Service Strategy Processes

- Strategy management for IT Services
 - Purpose, objective, scope, value to business
 - Policies, principles and basic concepts
 - Process activities, methods and techniques
 - Triggers, inputs, outputs and interfaces
 - Critical success factors and key performance indicators
 - Challenges and risks

- Service portfolio management
- Financial management for IT Services
- Demand management
- Business relationship management

Service Strategy Principles

- Service strategy principles
- Approach to deciding a strategy
- Strategy and opposing dynamics
- Outperforming competitors
- The 4Ps of service strategy
- Services
- Value
- Utility and warranty
- Assets
- Service providers
- Defining services
- Strategies for customer satisfaction
- Service economics
- Sourcing strategy
- Strategy inputs and outputs with the service lifecycle

Organising for Service Strategy

- Organisational departmentalisation
- Organisational design
- The role of service owner and business relationship manager
- Strategy, portfolio, financial and demand roles

Technology Considerations

- Service automation
- Service interfaces

Implementing Service Strategy

- Implementation through the lifecycle
- Following a lifecycle approach
- The impact of service strategy on other lifecycle stages

Service Strategy Challenges, Critical Success factors and Risks

- Challenges
- Risks
- Critical success factors


Summary and Directed Studies





CONTACT INVENSIS LEARNING


Email Us:


support@invensislearning.com

 USA +1-910-726-3695

 IND +91 9620-200-784

 UK +44 2033-223-280

 Hong Kong +852-5803-9039

 Switzerland +41-22-518-2042

www.invensislearning.com