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ITIL

ITIL® Lifecycle - Service Strategy (SS) Certification Training

The training is tailored to professionals pursuing a specialist certification in the ITIL® Service Strategy practice area.

Course Overview

Our 3-day instructor-led ITIL Service Strategy (SS) training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is intended for IT professionals in the Service Management field. It covers:

- Service Strategy principles
- Defining services & market spaces
- Conducting strategic assessments
- Financial management
- Managing a Service Portfolio
- Managing demand
- The Service Lifecycle
- Overall critical success factors & risks

This course will prepare you for the ITIL® SS Qualification

Course Outline

Introduction to Service Strategy

- The purpose, goals, and objectives of service strategy
- The scope of service strategy
- Service strategy's value to the business

- The context of service strategy in life-cycle stages

Service Strategy Principles

- The ability to decide on a service strategy
- How to utilize 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

- Strategy management for IT services
- Service portfolio management
- Financial management for IT services
- Demand management
- Business relationship management

Governance

- Analyze IT governance
- Use IT governance to set strategy by leveraging governance frameworks, bodies

Organizing for Service Strategy

- Organizational development
- Organizational departmentalization
- How to create an organizational design using the relevant development and departmental methods
- Roles and responsibilities

Technology Considerations

- The relevance and opportunities for service automation
- The importance of service automation
- The application of technology interfaces across the life cycle

Implementing Service Strategy

- Implementation strategies that follow a life-cycle approach (e.g., design, transition, operation, and improvement programs)
- Service strategy implementation through the life cycle
- Service strategy implementation activities
- Impact of service strategy on other life-cycle stages

Challenges, Critical Success Factors & Risks

- Strategic challenges
- Risks
- Critical success factors

Exam Information

You can use the ITIL Intermediate voucher for any ITIL Lifecycle or Capability exam.

Details:

- Number of Questions: 8
- Passing Score: 70%
- Duration: 90 minutes
- Format: multiple choice, scenario-based and gradient scored
- Students must present an ITIL Foundation V2 or V3 certificate plus Bridge Certificate before taking the exam.

Phoenix TS is an authorized testing center for Pearson VUE & Prometric exams. Register for the exam by visiting the Pearson VUE and Prometric websites or call us at **(240) 667-7757**.

ITIL SS Certification Training FAQs

What are the prerequisites for this training?

You should have the ITIL® Foundation Qualification and at least two years of work experience in the IT Service Management field before taking this course.

Who should attend this training?

Managers, Executives, Team Leaders and Supervisor Staff,
Architects and Planners

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Starting at **\$2,249**

ATTENTION

For GSA pricing or Contractor quotes call
[240.667.7757](tel:240.667.7757)



Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **ITIL® Lifecycle - Service Strategy (SS) Certification Training**

- 3 days instructor-led training
- ITIL® Lifecycle - Service Strategy (SS) Certification Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*