

Detailed Content of the ITIL® Service Strategy course

The course will cover the following topics:

Introduction

- Introduction to the ITIL Service Strategy course
- Introduction to IT Service Management
- Introduction to the Service Strategy phase

The principle phases of Service Strategy

- Decide the strategy
- How to use the 4 P
- How to define a service, create a value
- How to use the externalisation strategies

The processes of the Service Strategy phase

- Concepts for the management of the Service Strategy phases
- Final aims, boundaries and objectives of the processes of the Service Strategy phase.

Governance

- Analyse and use the IT governance through the governance frameworks.

Organisation for the Service Strategy phase

- Come up with the organisation using structures and methods

Reflections on the technology

- Understand the importance and the opportunities for automating Service Management

Implementation of the Service Strategy phase

- Develop and implement the strategies related to Lifecycle Management

Challenges, critical success factors and risks

Exam preparation

- Rules, information and best practice to pass the exam
- Mock exam (2 mock exams are provided)

Exam

- Execution of the ITIL Service Strategy exam

For further information on this course, please visit our site by clicking on the following link:

<http://www.innovativelearning.it/index.php/en/it-service-management-en/itil-2/itilintermediatemenu-en/itil-service-lifecyclemenuitem-en/itil-service-strategymenuitem-en>