

Hands-on course , 3
day(s)
Ref : STS

Participants

Candidates must hold ITIL® V3 Foundation Certificate (or ITIL® V3 Foundation Bridge certificate) wishing to advance to higher level ITIL certifications.

Pre-requisites

Candidates must submit BEFORE the start of their training certificate ITIL® Foundation (V3 Foundation or V2 Foundation plus Bridge).

Next sessions

ITIL® Lifecycle Service Strategy

OBJECTIVES

This course covers the practices described in the publication "Service Strategy" of "ITIL® - Service Lifecycle Management." You will learn the definition of services and potential markets, conduct strategic assessments, financial management, Business relationship management, etc..

1) Introduction to service strategy

2) Service strategy principles

3) Service strategy processes

4) Governance

5) Organizing for service strategy

6) Technology considerations

7) Implementing service strategy

8) Challenges, critical success factors and risks

1) 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.

2) 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.

3) Service strategy processes

- The management level concepts for the five service strategy processes and how they flow and integrate with the lifecycle
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- Process activities, methods and techniques of Strategy management, Service portfolio management, Financial management.

4) Governance

- The ability to analyse IT governance and use it to set strategy by leveraging governance frameworks, bodies.
- What is IT governance.
- How service strategy relates to governance.
- Setting the strategy for governance.

5) Organizing for service strategy

- The ability to create an organizational design using the relevant development and departmental methods.
- Organizational development, departmentalisation, design.
- The role of service owner and business relationship Manager.
- Strategy, portfolio, financial, and demand roles.

6) Technology considerations

- Understand the relevance and opportunities for service automation.
- The importance and application of technology interfaces across the lifecycle.
- Service automation and service interfaces.

7) Implementing service strategy

- Develop implementation strategies that follow a lifecycle approach (e.g.design, transition, operation and improvement).
- Implementation through the lifecycle.
- Following a lifecycle approach.
- The impact of service strategy on other lifecycle stages.

8) Challenges, critical success factors and risks

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