



## ITIL® Service Strategy

This unit introduces the candidate to the core concepts and practices in Strategy and organization applied to Service Management and IT

### Program Summary

This unit introduces the candidate to the core concepts and practices in Strategy and organization applied to Service Management and IT. Be able to understand and describe:-

- The logic of value-creation within the context of the ITIL Service Lifecycle
- Capabilities and resources
- Service provider types, and be able to choose between the types
- Dynamics of a service model based on the concept of value networks

Strategic perspectives, plans, positions and patterns as applied to service management and IT in their own organization

### Course Outline

- Learn how to successfully implement ITIL Service Strategy best practices
- Define services, market spaces, customer assets and service assets within Service Strategy
- Conduct Strategic Assessments and understand how to manage demand for IT Services
- Drive strategy throughout the Service Lifecycle leveraging Service Portfolio Management
- Evaluate Service Strategy using Critical Success Factors, business potential and risk assessments
- Learn the knowledge required to pass the ITIL Intermediate Service Design Exam
- Gain an additional 3 credits towards your ITIL Expert certification status

### Who Should Attend?

- IT Professional (Systems, Network, Application, Voice) Technical Executives, SMEs & Managers
- IT & Business Supervisory staff
- Team Leaders
- Service Designers
- IT Architects
- IT Planners
- IT Consultants
- IT Audit Managers
- IT Security Managers
- Business Leaders
- Business Managers

### Prerequisites

Candidates for this course must:

- Hold an ITIL v3 or ITIL 2011 Foundation Certificate





## Benefits of ITIL

- Achieve ITSM Global Certification
- Justify higher salary and promotion
- Learn how to set up the right expectations on IT services
- Establish the ITSM Framework for your organization
- Learn how to minimize service disruption
- Understand the basis of service level agreements and contracts
- Speak International ITIL Language
- Learn to customize the processes
- Define, measure and report relevant metrics
- Improved customer satisfaction through a more professional approach to service delivery
- Ensure the Quality of services matches customer needs and expectations
- Improved use of skills and experience
- Improved delivery of third party service.

## About IEVISION

IEVISION IT Services P. Ltd. is a niche skilled global IT professional training service provider accredited by AXELOS - PEOPLECERT, ISTQB & PECB (Professional Evaluation and Certification Board).

IEVISION is delivering services across 10 regions Africa, South Africa, Middle East, India Continents, South East Asia, Far East Asia, USA, Europe and Australia. To name the few flagship programs like CISSP, CISA, CISM, PMP, PRINCE2, TOGAF, ITIL Foundation, Intermediate & Expert Level, COBIT 5, Six Sigma, Cloud Computing (Salesforce, Amazon Web Services), ISO 27001 LA & LI, ISO 20000 LA & LI, ISO 22301 LA & LI, ISO 9001 LA & LI & ISO 24762.

## WHAT OUR CUSTOMERS ARE SAYING



## Why IEVISION

- PEOPLECERT, APMG & PECB Accredited Training Organization
- PEOPLECERT, APMG Accredited Examination Centre
- PEOPLECERT, APMG Authorized ITIL Expert Trainer
- AXELOS Accredited courseware that is being used by various partners, internationally
- 98% Passing Rate
- Highest customer satisfaction
- 15+ Years Experienced Accredited Trainers & Consultants
- Exclusive Pre-Courseware for each candidate to bring more specific queries, instead coming blank!
- Don't just clear your certificate, acquire knowledge like ITIL Industry consultant!
- Training based on Consulting exposure, role plays, live case studies & not just the slides
- Learn how to build the business case and drive the ROI for your organization & clients!
- 11000+ Professionals Trained from various industries like Banking, Telecom, IT, Manufacturing, Pharmaceutical, Construction etc.
- Value for Money (not just a piece of paper i.e. called as Certificate)
- Immediate Result, Online Certificate in 72 Hours.

## Exam Pattern

AXELOS Accredited ITIL Service Strategy (SS) certification exam.

- Exam Duration: 90 Minutes
- Exam Format: Multiple Choice, scenario based gradient scored question
- Number of Question: There are 8 questions and 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 is a distracter and achieves no marks.
- Exam Pass Mark: 70%
- Level of Qualification: Expert
- Electronic Devices Permitted: No
- Open Book: No

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