

# ITIL® 2011 Edition Courses

## ITIL® 2011 Edition Service Strategy

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#### *What You'll Learn*

- Aligning ITSM with business needs
- Key concepts of the Service Strategy stage of the lifecycle, as well as the processes involved
- Inputs, outputs, principles, objectives and benefits of the stage and processes involved
- Methods and techniques for processes involved
- Needs for informed-decision making

#### Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Service Strategy Intermediate exam.

#### *Audience*

Those individuals or groups who are involved in strategic creation or decision-making, planning, service modeling, or management controls, or the related activities.

#### *Prerequisite*

ITIL® 2011 Edition (V3) Foundation Certification; Basic IT competence with up to 2 years of experience; 21 self-study hours of the Service Strategy Syllabus and its Core Book references



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# ITIL® 2011 Edition Courses

## ITIL® 2011 Edition Service Strategy

*The Service Strategy course provides the intermediate concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition Framework.*

### ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

### Introduction to Service Strategy

Refresh of ITIL® 2011 Edition  
Review of Service Improvement  
Purpose/Objectives of Service Strategy  
Scope of Service Strategy  
Value to Business  
Service Strategy and the Lifecycle

### Service Strategy Principles

Deciding on an Approach  
Dynamics of Strategy  
4 P's of Service Strategy  
Value to the Business  
Utility & Warranty Assets  
Service Providers  
Service Definition  
Customer Satisfaction  
Service Economics  
Sourcing Strategy  
Inputs/Outputs

### Service Strategy Processes

Purpose/Objectives  
Scope  
Value to Business  
Policies/Principles & Basic Concepts  
Process Activities  
Methods & Techniques  
CSFs/KPIs  
Challenges & Risks  
Inputs/Outputs

### Governance

What is it?  
Setting the Strategy  
Evaluate, Direct, Monitor  
Governance Framework  
Governance Bodies  
Governance & Service Strategy

### Organizing for Service Strategy

Organizational Development  
Departmentalization  
Organizational Design  
Service Owner  
Business Relationship Manager  
Roles & Responsibilities

### Implementing Service Strategy

Service Automation  
Service Interfaces

### Technology Considerations

Lifecycle Implementation  
Following the Approach  
Impact on the Lifecycle

### Challenges, CSFs & Risks

Challenges  
CSFs/KPIs  
Risks

### Summation & Review

(Strategy Mgmt\* for IT services; Service Portfolio Mgmt; Financial Mgmt for IT services; Demand Mgmt; Business Relationship Mgmt)

\*Mgmt = Management