



## **ITIL® Intermediate - Service Strategy**

### **Overview:**

The ITIL Intermediate Qualification: Service Strategy Lifecycle Module is a free-standing qualification, but also one of the modules that lead to the ITIL Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and strategy as documented in the ITIL Service Strategy Book.

### **Objectives:**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Strategy Principles
- Defining services and market spaces
- Conducting Strategic Assessments
- Financial Management
- Service Portfolio Management
- Managing demand
- Driving strategy through the Service Lifecycle
- Understanding Critical Success Factors and risks

### **Who Should Attend**

The target group of the ITIL Service Strategy Lifecycle Module is:

- Individuals who require a detailed understanding of the ITIL Service Strategy phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within or about to enter a Service Strategy environment and requiring a detailed understanding of the processes, functions and activities involved.
- Individuals seeking the ITIL Expert in IT Service Management for which this qualification contributes 3 credits.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.
- Upon successful completion of the course participants will have a greater understanding of the content of the ITIL Service Strategy book.

### **Course Prerequisites**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation certificate in IT Service Management which shall be presented as documentary evidence to gain admission.