
ITILISMSS - ITIL® Intermediate - Service Lifecycle Module – Service Strategy

Overview

Course Code	ITILISMSS	Duration	4.0 days
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The Service Strategy (SS) certification is one of five ITIL® Service Lifecycle modules and provides you with the guidance that enables you to design, develop, and implement service provider strategy that aligns to the organizational strategy.

The SS module focuses on the importance of the strategic aspect of services within the IT service lifecycle. It provides the specific knowledge and techniques to help you demonstrate that you understand the risks and success factors and have the skills to develop and progress strategy within an organization or programme.

The course covers management and control of activities and techniques that are documented in the ITIL Service Strategy publication, but it does not provide the full detail of each supporting process. More information about these processes can be found in the Service Offering and Agreements module from the Service Capability work stream.

The strategic aspects of a service should not be underestimated. Adopting service strategy techniques and principles can help organizations ensure that their IT teams are aligned with the business as a whole and are not just focused on technical concerns. This can enable better communication within an organization resulting in smoother and swifter development of new or updated products and services.

The SS module offers the same benefits to individuals who will be better able to understand the relationship between the IT and general aspects of their work and to appreciate how the ITIL best practice framework can help them work more efficiently.

Audience

The Service Strategy certification would suit those working in the following areas:

- IT management
- IT Finance management
- Supplier Relationship management.

Pre-Requisites

Candidates who hold the following ITIL qualifications are also eligible, and similar evidence will be required:

- Earlier ITIL (V2) Foundation plus Foundation Bridge
- ITIL Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

Key Topics

Module 1: Introduction to service strategy

Module 2: Service strategy principles

Module 3: Service strategy processes

Module 4: Governance

Module 5: Organizing for service strategy

Module 6: Technology considerations

Module 7: Implementing service strategy

Module 8: Challenges, critical success factors and risks

Objectives

- Introduction to service strategy
- Service strategy principles
- Service strategy processes
- Governance
- Organizing for service strategy
- Technology considerations
- Implementing service strategy
- Challenges, critical success factors and risks