

ITIL V3 Intermediate In Service Strategy Certificate

ITIL V3

The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT service management in the world. ITIL® is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Course Objective

This qualification provides a complete overview of Service Strategy including all its related activities: How to design, develop, and implement service management not only as an organizational capability but also as a *strategic asset*.

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

In addition the training for this certification should include examination preparation, including a mock examination opportunity.

Pre-requisites

Delegates must already hold the ITIL® V3 Foundation or V2 Foundation plus the Foundation Bridge Certificate.

It is expected that individuals demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment.

Who should take this course

The course covers the management-level concepts of Service Strategy and core information of the supporting activities within Service Strategy, but not the specific details of each of the Service Strategy processes.

The main target candidate for the ITIL Intermediate Qualification: Service Strategy Certificate includes but is not restricted to:

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers

Certificate Of Attendance

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance

<u>Training Methodology & Materials</u>	
<ul style="list-style-type: none"> This is an intensive four-day course which includes the ITIL® V3 Service Operation examination which takes place on the final day. 	
<u>Training Duration</u> Full-Time : 4 days Time : 9.30am-5.30pm	<u>Course + Exam Training Fee</u> Course Fee(including exam) : S\$2899

DETAILED COURSE OUTLINE

Upon successful completion of this course delegates will be able to demonstrate competencies in the following:

Learning Unit SD01: Introduction to Service Design

Bloom's Level 2 Objectives – Full understanding of Service Design terms and core concepts

- Understand the strategy of differentiating value-creation and articulate all the benefits to the business that result from efficient Service Design
- Service Acceptance Criteria and how to use them to create value
- The contents and use of Service Design Packages
- The underpinning processes, functions and assets that link business value to IT services
- The fundamental aspects of Service Design

Learning Unit SD02: Service Design Principles

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Design service solutions related to a customer's needs
- Design and utilize the Service Portfolio to enhance business value
- The measurement systems and metrics
- Service Design models to accommodate different service solutions

Learning Unit SD03: Service Design Processes

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The interaction of Service Design processes
- The flow of Service Design as it relates to the business and customer
- The five Design Aspects and how they are incorporated into the Service Design process

Learning Unit SD04: Service Design technology related activities

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Requirements engineering in the design process and utilizing the three types of requirements as identified for any system; Functional, Management/Operations and Usability
- The design of technical architectures for Data and Information Management, and Application Management

Learning Unit SD05: Organizing for Service Design

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- How to design, implement and populate a RACI diagram for any process that is within the scope of IT Service Management
- The Service Design roles and responsibilities, where and how they are used and how a Service Design organization would be structured to use these roles

Learning Unit SD06: Consideration of Technology

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Service Design related Service Management tools, where and how they would be used
- The benefits and types of tools that support Service Design

Learning Unit SD07: Implementation and improvement of Service Design

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The creation, implementation and use of Critical Success Factors and Key Performance Indicators as ways to improve designed services
- The six-stage implementation/improvement cycle and how the activities in each stage of the cycle are applied
- How Business Impact Analysis, Service Level Requirements and risk assessment can affect service design solutions

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