



ITIL Intermediate SS

Description

The ITIL Intermediate Certificate is service transition forms part of a lifecycle series of intermediate certification modules, which can be taken as stand-alone qualifications or with a view to amassing sufficient credits to gain the ITIL service management expert qualification. It will give candidates a deep level of understanding of service transition processes and roles.

The course is interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussions.

Syllabus

- Understand the importance of service management as a practice
- Lead discussions of Service Strategy
- Define Services and Market Spaces.
- Conduct strategic analyses
- Apply financial management and manage demand.
- Understand how to drive strategy through the Service Lifestyle and Understands the analyse challenges, Critical Success factors and risks related to service strategy

Learning Outcomes

On completion of this course, delegates with a foundation-level knowledge of IT Service management to are enabled to apply good practice in processes pertaining to the service strategy lifecycle phase.

Participants and Requirements

Individuals who may find this course of interest include IT professional working with or about to enter a service strategy environment and requiring a detailed understanding of the process, functions and activities involved as well as those who are seeking the ITIL Expert qualification in IT service management.

Certificate

ITIL Intermediate Certificate in Service Strategy

Course Duration

3 days