ITIL® Service Strategy and Service Design combined course

Duration: 5 days (including exam)

Course objectives and content

This course will enable participants to:

- Understand the importance of Service Strategy and Service Design in the overall context of Service Management

- Understand Service Strategy and Service Design Principles and Processes

- Carry out common Service Strategy and Service Design activities

- Organise Service Strategy and Service Design effectively

- Recognise Service Strategy and Service Design technology-related activities

- Understand how to implement Service Strategy and Service Design

- Understand and analyse challenges

- Critical Success Factors and risks related to Service Strategy and Service Design

The ITIL® Intermediate Certificates in Service Strategy and Service Design form part of the Lifecycle series of 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.

In order to maximise the use of your valuable time, we have combined two of the ITIL® Intermediate modules into one combined course that will give candidates a deep level of understanding of the management and control of Service Strategy and Service Design and the interfaces between them and the other stages of the Service Lifecycle.

This course is intended to enable delegates with a Foundation-level knowledge of IT Service Management to apply good practice in processes pertaining to the Service Strategy and Service Design lifecycle phases.

The course is intensive and interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussion. On completion of the course and the required personal study, delegates will be able to sit the ITIL® Intermediate examinations in Service Strategy and Service Design, both worth 3 credits.

COURSE CONTENT:

1. Introduction to Service Strategy and Service Design

   - Purpose, Goals, Objectives and Scope
   - Business Value
   - Interfaces with Other Lifecycle Phases

2. Governance

   - What is Governance?
   - How Service Strategy Relates to Governance
   - Governance Framework
   - Governance Bodies
   - Setting the Strategy for Governance
   - Evaluate, Direct, Monitor

3. Service Strategy Principles

   - Approach to Strategy
   - Strategy and Opposing Dynamics
   - Outperforming Competitors
   - The Four Ps of Service Strategy
   - Services
   - Value
   - Utility and Warranty
   - Assets – Customer, Service and Strategic
   - Service Providers
   - Defining Services
   - Strategies for Customer Satisfaction
   - Service Economics
   - Sourcing Strategy
   - Strategy Inputs and Outputs

4. Service Design Principles

   - Balanced Design
   - Service Requirements
   - Design Activities, Aspects, Constraints
   - Service Design Models

5. Service Strategy Processes

   - Service Portfolio Management
   - Financial Management for IT Services
   - Demand Management
   - Business Relationship Management

6. Service Design Processes

   - Design Coordination
   - Service Level Management
   - Service Catalogue Management
   - Capacity Management
   - Availability Management
   - Service Continuity Management
   - Information Security Management
   - Supplier Management

7. Organising Service Strategy and Service Design

   - Organisational Context and Design and Development
   - Organisational Departmentalisation
   - Service Owner and Business Relationship Manager Roles
   - Roles and Responsibilities

8. Technology Considerations

   - Service Automation
   - Service Interfaces
   - Requirements Engineering
   - Data and Information Management
   - Applications Management
   - Tools for Service Strategy and Service Design

9. Implementing and Improving Service Strategy and Service Design

   - The Impact of Service Strategy on Other Lifecycle Stages
   - Implementation through the Lifecycle
   - Following a Lifecycle Approach

10. Challenges, CSFs and Risks

Target Participants

This course is aimed at individuals who have attained the ITIL® Foundation certificate in Service Management (either v3 Foundation or v1/v2 Foundation plus Bridge) and who wish to advance to higher level ITIL® certifications.

It will give delegates a detailed understanding of the ITIL® Service Strategy and Service Design phases of the ITIL® core Lifecycle and how they may be implemented to enhance the quality of IT service provision within an organisation.

Individuals who may find this course of interest include IT professionals working within or about to enter a Service Strategy and Service Design environment and require a detailed understanding of the processes, functions and activities involved, as well as those who are seeking the ITIL® Expert qualification in IT Service Management.

Before Attending this Workshop

Our examination provider, ISEB, requires that you scan and email to us your ITIL® Foundation certificate. It is imperative that you do so, as you will not be eligible to take the exam at the end of the course if you do not produce your certificate.

Pre-Work

Delegates are required to undertake preliminary study, in electronic format.

In order to adequately prepare for this course, we recommend that you review your ITIL® Foundation course materials and test yourself on the sample questions to ensure that you are still familiar with the ITIL® terms and concepts. Please follow the pre-course link above to access the Course Syllabus and a Glossary of ITIL® terminology. You should also familiarise yourself with 'The extracts from the ITIL® Core Volume(s) (also accessible via the link above). Please note you will receive a hard copy of these materials on your course.

From our experience, delegates who complete all of the pre-course reading are statistically more likely to be successful in the examination and are able to interact more effectively with the course trainer. We recommend you spend approximately 40 hours completing this.

Further self-study is also expected during the evenings of each day of the course.

Course Cost - £799.00

Further details

For further information (including dates and various UK locations) and how to register please call **01895 256 484** or email **info@unicom.co.uk** .