

ITIL® Intermediate Service Strategy 2011 Edition

Duration: 4 Days

Overview:

This course teaches students the Service Strategy part of the ITIL® v3 Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® v3 Service Strategy Intermediate exam.

Who Should Attend:

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers involved in the ongoing management, coordination and integration of strategizing activities within the Service Lifecycle.

Prerequisite(s) or Equivalent Knowledge:

An ITIL v3 Foundation certificate and preferably two years work experience in an IT Service Management environment.

COURSE OUTLINE

Lesson 1: INTRODUCTION TO SERVICE STRATEGY

Lesson 2: SERVICE STRATEGY PRINCIPLES

Lesson 3: SERVICE STRATEGY PROCESSES

Lesson 4: GOVERNANCE

Lesson 5: ORGANIZING FOR SERVICE STRATEGY

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Lesson 6: TECHNOLOGY CONSIDERATIONS

Lesson 7: IMPLEMENTING SERVICE STRATEGY

Lesson 8: CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS

Lesson 9: EXAM PREPERATION