

ITIL V3 Service Strategy (SS) with Certification Exam (3 days)

The ITIL Intermediate Qualification: Service Strategy Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and strategy as documented in the ITIL Service Strategy publication.



What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

Target Audience

The main target group for the ITIL Intermediate Qualification: Service Strategy Certificate includes but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the on-going management, coordination and integration of strategizing activities within the Service Lifecycle.

The course covers the management of service strategy and core information of supporting activities within the Service Strategy stage, but not the detail of each of the supporting processes.

The target group may also be of interest to:

- Individuals who require a deeper understanding of the ITIL Service Strategy stage of the ITIL Service Lifecycle and how activities in it may be

- implemented to enhance the quality of IT service management within an organization
- IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking an understanding of the concepts, processes, functions and activities involved in Service Strategy
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.

Learning Objective

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

Prerequisite Entry Criteria

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Eligibility for the exam

To be eligible for the ITIL Intermediate: Service Strategy Qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable
- Hold the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate
- It is recommended that students should complete at least 21 hours of personal study by

reviewing the syllabus and the Service Strategy publication in preparation for the examination.

Exam format

Eight (8) multiple choice, scenario-based, gradient scored questions.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

Prerequisite: ITIL V3 Foundation Certificate or ITIL V2 Foundation plus Bridge Certificate and completion of an accredited Course from an ITIL Accredited Training Provider

- Supervised: Yes
- Open Book: No
- Pass Score: 28/40 or 70%
- Distinction Score: TBC
- Delivery: Online or Paper Based Examination

Trainer Competence

This syllabus can only be delivered to target groups by an accredited training provider and trainer.

Our course meets the following qualifications:

Accredited Training Organization

- We are registered and in good standing with the Official Accreditor ITIL Operational Support and Analysis

ITIL V3 SS Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

ITIL V3 Expert Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

Duration

Three days – includes lecture, exam preparation and exam

Contact Information

(613) 596-5170
training@mountainview.ca