

Curso ITILSS - ITIL Service Lifecycle: Service Strategy (SS)

4,00 Dia(s) - 24,00 Horas

Introdução

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability. stream.

The ITIL® SS (Service Strategy) course is part of the ITIL® Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® Service Strategy Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace

Público-alvo

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

Quando completar o curso

Upon successfully achieving the ITIL Service Strategy certificate, students earn 3 credits in the ITIL® qualification scheme. Project Management Institute –Professional Development Units (PDUs) = 28

Pré-requisitos

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

Exames

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Duration: 90 minutes

Conteúdo em detalhe

At the end of this course, you will learn:

The logic of value-creation within the context of the ITIL Service Lifecycle

Strategic assets of an organization and their performance potential for serving

Formal definitions of services suitable for planning and execution across the Service Lifecycle

Service valuation, demand modeling, service provisioning and analysis, and business impact analysis

Service Portfolio Management, methods, and processes related to service management and services

High-level strategies for demand management that can be supported by capabilities across the Service Lifecycle

How Service Strategy is driven through and informed by other elements of the Service Lifecycle