

## **ITSM/ITIL v3 Service Lifecycle: Strategy**

### **Course Summary**

#### **Description**

This course leads to a Certificate in ITIL v3 Service Lifecycle Management Service Strategy. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of the processes, functions and activities associated with the Service Strategy domain of the ITIL Service Lifecycle.

#### **Objectives**

At the end of this course, students will be able to:

- Lead discussions on Service Strategy
- Define services and market spaces
- Conduct strategic analysis
- Apply Financial Management
- Manage demand
- Drive strategy through the Service Lifecycle
- Understand critical success factors and risks

#### **Audience**

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of v3 practices within the Service Lifecycle context. Prime focus is the Lifecycle itself, the use of process and practice elements used within it and the management capabilities needed to deliver quality Service Management practices in an organization.

#### **Prerequisites**

Students should have an ITIL v3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

#### **Duration**

Three days