



ITIL® V3 LIFECYCLE COURSE: SERVICE STRATEGY

Certificate: ITIL® Service Strategy | Duration: 3 days | Course Delivery: Classroom, Courseware Licensing
Credits: 3 Credits to ITIL Expert™ and 22 PMI PDUs | *subject to external change*

OWLPOINT TRAINING

OwlPoint in partnership with ITSM Academy provides a series of comprehensive IT Service Management education services.

SERVICE CATALOG

Our robust Service Catalog includes all levels of IT Infrastructure Library™ (ITIL®), ISO/IEC 20000, Microsoft Operations Framework (MOF) and Process Design (CPDE) Certification Courses, as well as Workshops, Simulations, and eLearning including; **Apollo 13 an ITSM Simulation, Visible Ops** and **Cobit**.

ACCREDITATIONS

All of our Certification Courseware is developed in-house and accredited by independent, international organizations.

PMI PDUs

As a Project Management Institute (PMI®) R.E.P., our courses earn Professional Development Units (PDUs).

ABOUT OWLPOINT

OwlPoint, is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL.

Training Delivered in our Classrooms... or yours

▶ Service Strategy is the axis upon which the other stages of the IT Lifecycle are based. It is in this stage that the high-level strategic value of each service is considered and weighed against other existing and proposed services. Based on the Service Strategy publication of the ITIL® V3 core library, this course focuses on designing, developing, and implementing service management, not only as an organizational capability but also as a strategic asset. Course focusing on Strategy principles such as:

- ▶ Value Creation
- ▶ Service Assets
- ▶ Service Provider Types
- ▶ Service Structures
- ▶ Fundamentals

Embedded into this course is our unique virtualization, **Living the Lifecycle®**. Woven through all of our ITIL® V3 Certification classes, it brings V3 processes and concepts to life. Within a virtual business environment, we introduce a service and then follow it from strategic decision through implementation. **Living the Lifecycle®** successfully enables active learning by encouraging the participants to:

- ▶ Discuss and understand pure ITIL® concepts
- ▶ Apply concepts to a "neutral" real world situation
- ▶ Learn different perspectives
- ▶ Reinforce examinable concepts

LEARNING OBJECTIVES:

Upon successful completion learners will understand:

- ▶ 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

CERTIFICATION:

Successfully passing (70%) the 90 minute exam, consisting of eight (8) complex, multiple choice scenario-based questions, leads to the ITIL® V3 Intermediate Certificate.

PREREQUISITES:

Candidates for this course have:

- ▶ ITIL® V3 Foundation – obtained through ITIL® V3 Foundation or Bridge Course
- ▶ Recommended:
 - 2 years IT Service Management experience
 - A minimum of 21 hours of personal study

ITIL EXPERT™:

Earn 3 credits of the 22 required to achieve the ITIL Expert™ Certification.

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ITIL® V3 LIFECYCLE COURSE: SERVICE STRATEGY

Certificate: ITIL® Service Strategy | Duration: 5 days | Course Delivery: Classroom, Courseware Licensing
Credits: 3 Credits to ITIL Expert™ and 22 PMI PDUs | *subject to external change*

PROJECT MANAGEMENT INSTITUTE (PMI®) PROFESSIONAL DEVELOPMENT UNITS (PDUs):

OwlPoint in partnership with ITSM Academy is recognized by PMI® as a Global Registered Education Provider (R.E.P.). Project Management Professionals earn **22** PDUs upon completion of this course.

INSTRUCTORS:

As with all our training, our instructors have successful track records as IT professionals and bring that acumen into the classroom. Utilizing the highest quality content, our trainers blend their real life experiences into lively classroom discussion. Trainers for this course are ITIL Experts™, Service Strategy Certified and have successfully completed the Service Strategy Train-the-Trainer Program.

AUDIENCE:

The primary audience is:

- ▶ CIOs, CTOs, IT and Business Professionals and Process Owners involved in the strategic planning, execution and control of IT Services
- ▶ Individuals who require a detailed understanding of the ITIL Service Strategy stage and how it may be implemented to enhance the quality of IT service provision within an organization
- ▶ Individuals seeking to achieve the ITIL Master or ITIL Expert™ Certification

COURSE / STUDENT MATERIALS:

Upon registration, a pre-course reading list will be provided. Learners will need to complete the reading assignment and bring the Service Strategy book to class.

- ▶ Three (3) Days Instructor Led Training and Exercise Facilitation (21 Contact Hours)
- ▶ Learner Manual (excellent post-class reference)
- ▶ Study Aids and Sample Exams, Exam Preparation
- ▶ Participation in a Unique Series of Case Study-Based Exercises - **Living the Lifecycle®**
- ▶ In-Class Examination

Note: The ITIL® V3 library books are not included. Learners must bring their own copy of *Service Strategy* to class, which is available at www.itsmbookstore.com. Upon registration, learners are emailed a copy of the official syllabus to identify class pre-reading.

DELIVERY METHODS:

- ▶ Public Classroom
- ▶ Corporate Classroom
- ▶ Courseware Licensing

COURSE LOGISTICS:

- ▶ Prerequisite Certification must be Provided Prior to Class Start
- ▶ Contact Hours is 21
- ▶ Maximum Learners per Instructor is 12
- ▶ Traditional Classroom or U-shaped Seating Arrangement
- ▶ 2 break-out Rooms where Available - Whiteboard, Flipchart, Projector

