

ITIL® INTERMEDIATE LIFECYCLE: Service Strategy

ITIL Service Strategy is to decide on a strategy to serve customers. Starting from an assessment of customer needs and the market place, the Service Strategy lifecycle stage determines which services the IT organization is to offer and what capabilities need to be developed.

Who is SS for?

The course is designed for, 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 ongoing management, coordination and integration of design activities within the Service Lifecycle.

Benefits

By understanding consumer behavior, the business can become a leader in the industry

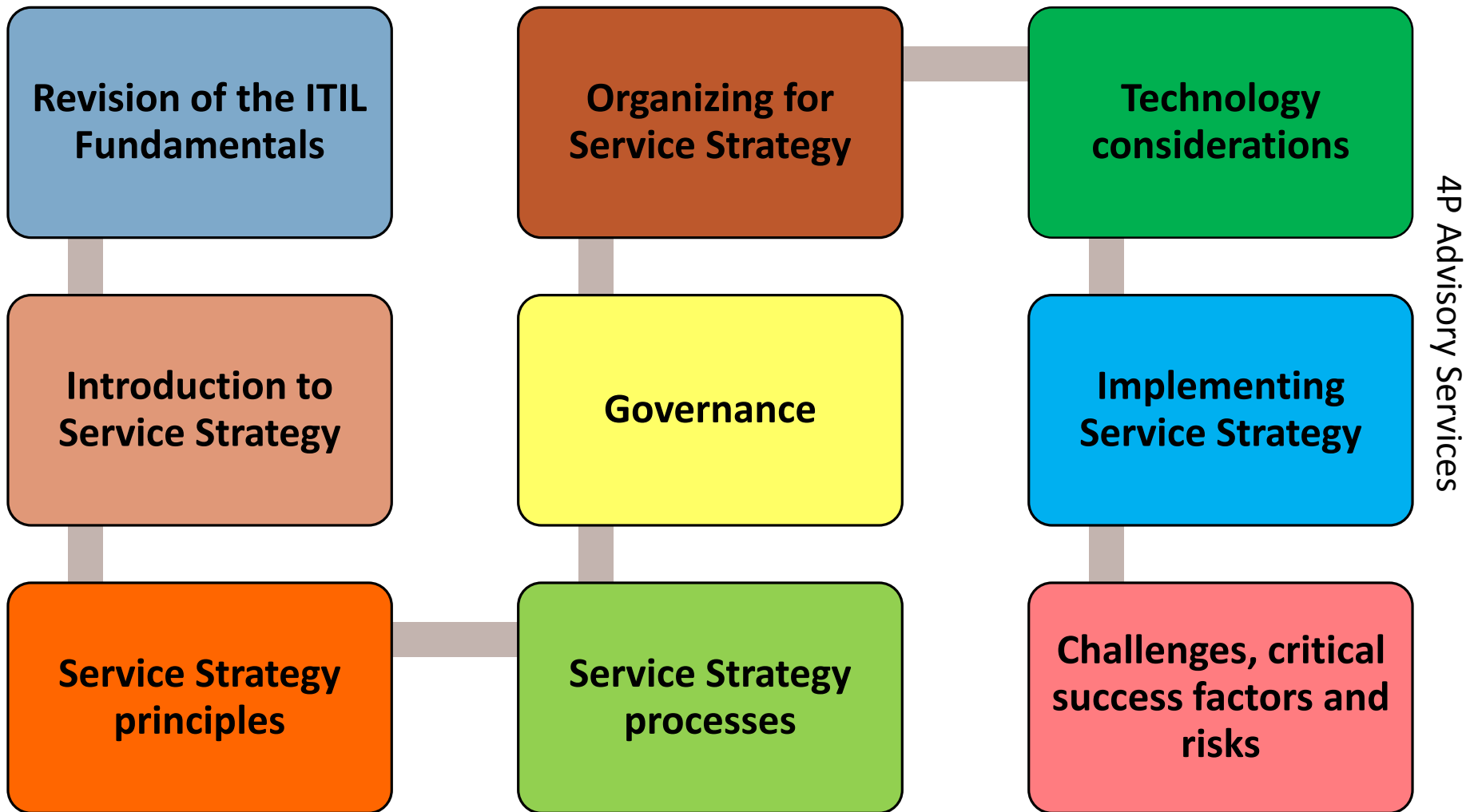
Improved relationships with past, present and future customer's sets the scene for further growth.

Sustained growth and effectiveness leads to increased profits.

Opportunity to retain existing business, maximize client base and generate revenue for the company.

4P Advisory Services

Course Outline



Prerequisites for the EXAM

- ITIL Foundation Certificate in IT Service Management
- Earlier ITIL (V2) Foundation plus Foundation Bridge
- ITIL Expert in IT Service Management
- Completion of an Accredited course from an ITIL Accredited Training Provider

Exam Details

- Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one 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
- Closed Book
- Pass Mark : 70% (28 out of 40)
- Exam duration : 90 minutes



>>>Contact: Your HR

Join NOW!

>>Contact: info@4pa.in