ITIL® Lifecycle Certificate in Service Strategy

Learn via: **Classroom / Virtual Classroom / Online**

Duration: **3 Gün**

https://bilginc.com/tr/egitim/itil-lifecycle-certificate-in-service-strategy-454-egitimi/

Overview

ITIL® Lifecycle Certificate in Service Strategy (Hizmet Stratejisinde ITIL Yaşam Döngüsü Sertifikası) eğitimi ITIL® sertifikasyonunun yaşam döngüsü kapsamındaki beş eğitimden biridir. Bu eğitim BT Hizmet Yönetiminde ITIL® Temel sertifikası sahiplerine Hizmet Yaşam Döngüsünün Hizmet Stratejisi aşamasının yönetiminde pratik bir yeterlilik düzeyi kazandırmayı ve bu bilgileri ilgili sınav ve sertifikasyonda test etmeyi ve onaylamayı amaçlamaktadır.

Prerequisites

You will receive electronic pre-course reading. Delegates should spend a minimum half an hour reviewing the document and are encouraged to explore all of the links provided for further reading. Success on the course will be enhanced by candidates spending at least 12 hours on reviewing their ITIL Foundation material prior to attending one of the ITIL Intermediate courses

Possesion of one of the following is mandatory. Proof of prerequisites MUST be produced on the day of the exam to the trainer.

* ITIL v3, 2011 or v4 Foundation.
* ITIL v2 Foundation and v2/v3 Foundation Bridge.

Acceptable forms of prerequisite confirmation are as follows:

* A copy of the candidates examination certificate
* Confirmed entry in the AXELOS Successful Candidate Register. You will need to provide the full SCR number (registration/candidate number located on your certificate).

Proof of identification:

If taking an exam, candidates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided. Please note that if proof is not provided within 40 days, candidate's exam results will be null and void and a re-sit would be required.

Course Material

Please ensure you bring a device such as a mobile phone, tablet or laptop to be able to load your course material on to as you may need this for use in the evenings.

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Who Should Attend

* Stratejik planlama ile ilgili rollerde çalışan BT uzmanları.
* Hizmet Yaşam Döngüsü içindeki faaliyetleri yönetmek ve koordine etmekle görevli olan ve bu faaliyetleri stratejik bir çalışma çerçevesine entegre etmekten sorumlu olan liderlik rollerindeki kişiler.
* Hizmet Yönetimi alanında ITIL Temel Sertifikası'na sahip olan ve daha üst düzeydeki ITIL sertifikasyonlarını edinmek isteyen kişiler.
* Hizmet Stratejisi süreçlerini ve bir kuruluş bünyesindeki BT hizmetinin kalitesini geliştirmek üzere nasıl kullanılabileceklerini anlaması gereken kişiler.

Outline

The ITIL® Framework is a source of good practice in service management. ITIL® is used by organisations world-wide to establish and improve capabilities in service management. Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services. The capabilities take the form of functions and processes for managing services over a lifecycle, with specialisations in strategy, design, transition, operation, and continual improvement. The capabilities represent a service organisation's capacity, competency, and confidence for action. The act of transforming

resources into valuable services is at the core of service management. Without these capabilities, a service organisation is merely a bundle of resources that by itself has relatively low intrinsic value for customers.

Delegates will gain competencies in the following elements of Service Strategy:

- Introduction to service strategy
- Service strategy principles
- Service strategy processes
- Strategy Management for IT Services
- Service Portfolio Management
- Demand Management
- Financial Management for IT Services
- Business Relationship Management
- Governance
- Organizing for service strategy
- Technology considerations
- Implementing service strategy
- Challenges, critical success factors and risks

Please be aware, this course also provides 21 Hours of Contact Education/Professional Development Units towards PMI PMP certification/re-certification.

Examinations

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. 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. The pass mark is 28 marks from 40 (70%).