

TI124**PROCESS MANAGEMENT**

ITIL® 2011: Intermediate – Service Strategy (SS) – Lifecycles

Objectives

To provide the knowledge and skills required to describe the disciplines, processes and their objectives, roles and functions related to the implementation and management of IT service strategy. Participants will be given the opportunity to put ITIL® principles into practice, and will be prepared to put the skills they have acquired to use in order to successfully pass the APMG exam.

Targeted audience

Managers and personnel involved in the implementation of any IT service strategy process.

Prerequisite

ITIL® 2011 Foundation Certification or ITIL®V3 Foundation Certification (Course TI111) or having passed the upgrade exam from V2 to V3. It is also strongly recommended that candidates read the principal ITIL publications on the life cycle of services, and particularly "Service Transition" (2011 edition) before beginning the training for certification.

Content

- Introduction to Service strategy
- Principles of Service strategy
- Service strategy processes and activities:
 - Strategy management
 - Service portfolio management
 - Financial management
 - Request management
 - Business relationship management
 - Governance
 - Technological considerations
- Service strategy - implementation
- Challenges, critical factors for success, and risks involved
- Each discipline will be examined with a focus on the following aspects:
 - Goals and objectives of disciplines
 - Basic concepts
 - Process model and activities
 - Values of the process
 - Roles and responsibilities
 - Key metrics, challenges, critical success factors and risks
 - Exam preparation
 - Exam

Material Note

The training material used is based on the following APMG syllabus: The ITIL Intermediate Qualification I Service Strategy Certificate_v5.4 Live.

Exam Note

Exam note: Practice exams provided by APMG will be distributed to participants in order to help them prepare for the certification exam. The exam is in English, as it has not yet been translated by APMG.

Legal Note

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DURATION
3 DAYS**REGULAR FEE**
2 475 \$**PREFERENTIAL FEE**
2 225 \$

DATES*

Accreditation and partners association



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440 René-Lévesque West Blvd, 5th Floor, Montreal (Québec) H2Z 1V7

Phone: 514 380 0380 | toll free: 514 380 0380 (Mt) / 418 681 0865 (Qc) / 1 877 380 8228

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Contact Us: formation@technologia.ca

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