

# HP Education Services Course Description

ITIL Service Strategy (HF437)



This 3 day course offers training towards a free-standing Service Strategy qualification, but is also one of the Lifecycle modules leading to the ITIL Expert qualification. The course covers all aspects of Service Strategy and is based upon the ITIL v3 core book of the same name.

## Audience

- All IT management staff involved in planning for or operating IT processes
- Internal or external consulting staff, helping an organization plan, implement or improve IT Service Management
- Internal audit staff that will be responsible for examining or reviewing IT Service Management organizations
- The course will be of particular interest to staff working or managing an IT Service Strategy role or wishing to include this module as part of their ITIL expert qualification

## Prerequisites

- Existing holder of the ITIL V3 Foundation Certificate, or an earlier Foundation qualification and an ITIL V3 Foundation Bridge Certificate.

## Course Objective

Upon successful completion of this course participants will:

- Gain a thorough understanding of the managerial and supervisory issues regarding IT Service Strategy processes and activities
- Be able to understand the important interfaces between Service Strategy and the other stages within the ITIL Service Lifecycle
- Be prepared to sit the formal ITIL Service Strategy examination

## Benefits to You

- Learn to understand the ITIL lifecycle and the fundamental processes involved in Service Strategy and how to integrate them into your business' IT service model
- Understand how IT and the Business can collaborate to improve overall productivity and efficiency
- Learn to move the reactive relationship between IT and users to a proactive relationship

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**Course Title:** ITIL Service Strategy

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**HP Product Number:** HF437

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**Category/Subcategory:** ITIL/ITSM

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**Course Length:** 3 days

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**Level:** Manager/Supervisory

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**Delivery Language:** English

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**To Order:** You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form

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**Next Steps:** Other modular courses from the Life cycle or Capability streams leading to the ITIL Expert qualification

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## Detailed Course Outline

### **Service Strategy Principles**

### **Defining Services and Market Spaces**

### **Conducting Strategic Assessments**

### **Financial Management**

### **Service Portfolio Management**

### **Managing Demand**

### **Driving Strategy Through The Service Lifecycle**

### **Critical success factors and risks associated with Service Strategy**

### **Revision and Mock Examination**

### **Formal Examination**

- This is a closed book complex graded multiple-choice examination with 8 questions to be answered in 90 minutes. Students must get 70% correct in order to pass.

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