



ITIL V3 Service Strategy Lifecycle Module

Duration: 3 Days

Course Specification:

The ITIL Intermediate Qualification: Service Strategy Lifecycle Module is a free-standing qualification, but also one of the modules that lead to the ITIL Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and strategy as documented in the ITIL Service Strategy Book.

Target Group

The target group of the ITIL V3 Service Strategy Lifecycle Module is:

- Individuals who require a detailed understanding of the ITIL Service Strategy phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within or about to enter a Service Strategy environment and requiring a detailed understanding of the processes, functions and activities involved.
- Individuals seeking the ITIL Expert in IT Service Management for which this qualification contributes 3 credits.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.

Upon successful completion of the course participants will have a greater understanding of the content of the ITIL Service Strategy book.

Learning Objectives

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- 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

Prerequisite Entry Criteria

Candidates wishing to be trained and examined for this qualification must already hold either the ITIL V3 Foundation or the ITIL V3 Foundation Bridge certificate in IT Service Management which shall be presented as documentary evidence to gain admission.

Eligibility for Examination

To be eligible for the ITIL V3 Service Strategy Lifecycle Exam, candidates shall fulfil the following requirements:

- At least 21 contact hours of instruction with an accredited provider of training or e-learning provider based on this syllabus, as part of a formal, approved training course.
- ITIL® Foundation Certificate in IT Service Management.

Before taking the course it is recommended though not required that candidates have exposure to basic concepts in IT and related work experience of around two years. It is also recommended that students should complete at least 21 hours of personal study in preparation for the examination.

Examination Format

- 8 Multiple choice, scenario based questions. 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.
- Maximum of 90 minutes for all candidates
- This is a closed book examination with the pass mark being 28/40 or 70%

ESMI also provides training & consulting services in:

ITIL Service Management | Best Practice Alignment | Business Continuity | Project Management & More.....

ESMI

At ESMI our solutions are part of a partnership process and not just the delivery of a project. We deliver top-level solutions and projects which ensure that all clients are able to apply the knowledge and information by taking specific and measured actions. Without this, the value and reason for undertaking the project is lost. Start with the objectives in mind. The focus of our work is always on results and measurable success. The company believes strongly in relationship and partnership with our clients. ITIL is a Registered Trade Mark of the Office of Government Commerce in the UK and other countries.
