DEEP CREEK CENTER
Delivering Results

ITIL® V3 CERTIFICATION: SERVICE LIFECYCLE - STRATEGY

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COURSE DESCRIPTION

This 3 day program leads to a Certificate in ITIL V3 Service Lifecycle Management - Service Strategy. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of the processes, functions and activities associated with the Service Strategy domain of the ITIL® Service Lifecycle. Upon successful completion of the education and examination, students can expect to gain competencies in the following IT Service Strategy areas:

- Leading discussions on Service Strategy
- Defining services and market spaces
- Conducting strategic analysis
- Applying Financial Management
- Managing demand
- Driving strategy through the Service Lifecycle
- Understanding Critical success factors and risks

WHO SHOULD ATTEND

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of V3 practices within the Service Lifecycle context. Prime focus is the Lifecycle itself, the use of process and practice elements used within it and the management capabilities needed to deliver quality Service Management practices in an organization.

PREREQUISITES

Students must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 Foundations course. It is highly recommended, although not mandatory, that each student read the corresponding ITIL book associated with the Intermediate certification class they are attending.

EXAM

An optional eight question, ninety minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board

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(ISEB). Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded three credits towards ITIL Expert® certification upon successful completion of the exam.

REFERENCE MATERIAL

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

CREDITS EARNED

- **3** ITIL Expert Credits
- **22** PDU Credits

Program Accredited By CSME

ITIL® courses are offered through itSM Solutions LLC, which is an accredited training provider.

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