

ITIL® LifeCycle : service Strategy certification à distance incluse

Cours Pratique de 3 jours

Réf : YTS - Prix 2022 : nous consulter

ITIL® consists of five main publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The Service Capability stream is for those who wish to obtain an in-depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle. The ITIL® SS (Service Strategy) course is part of the ITIL® Intermediate Lifecycle stream. The course prepares candidates for the ITIL® LifeCycle : service Strategy, certification.

OBJECTIFS PÉDAGOGIQUES

À l'issue de la formation l'apprenant sera en mesure de :

- Introduction to Service Strategy.
- Service Strategy principles.
- Service Strategy processes.
- Governance.
- Organizing for Service Strategy.
- Technology considerations.
- Implementing Service Strategy.
- Challenges, critical success factors and risks..

PÉDAGOGIE ET PRATIQUES

An interactive approach to provide valuable conceptual knowledge of international standards.

EXAM

Lessons, exercises, courses notes and discussions based on international standards.

CERTIFICATION

The purpose of the ITIL® 3/2011 LifeCycle, Service Strategy certification is to transmit, test and validate knowledge about industry practices in service management. The ITIL® LifeCycle, Service Strategy certification is a stand-alone qualification, but is also part of the ITIL® Intermediate Lifecycle flow. An ITIL® Foundation certificate is required and preferably two years of work experience in an IT service management environment. The ITIL® 3/2011 LifeCycle, Service Strategy certification is recognized worldwide with permanent validity. Its passage lasts 1 hour 30 minutes and is made up of 8 questions. It takes place in English and with a closed book, the learner cannot refer to the resources of his choice during his passage. The score for passing the exam is 70%. If successful, a unique electronic certificate is issued and the candidate receives 3 points for the ITIL qualification scheme.

PARTICIPANTS

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers involved in the ongoing management.

PRÉREQUIS

An ITIL® Foundation certificate and preferably two years of work experience in an IT Service Management environment.

COMPÉTENCES DU FORMATEUR

Les experts qui ont conçu la formation et qui accompagnent les apprenants dans le cadre d'un tutorat sont des spécialistes des sujets traités. Ils ont été validés par nos équipes pédagogiques tant sur le plan des connaissances métiers que sur celui de la pédagogie, et ce pour chaque cours. Ils ont au minimum cinq à dix années d'expérience dans leur domaine et occupent ou ont occupé des postes à responsabilité en entreprise.

MODALITÉS D'ÉVALUATION

Le formateur évalue la progression pédagogique du participant tout au long de la formation au moyen de QCM, mises en situation, travaux pratiques... Le participant complète également un test de positionnement en amont et en aval pour valider les compétences acquises.

MOYENS PÉDAGOGIQUES ET TECHNIQUES

Les moyens pédagogiques et les méthodes d'enseignement utilisés sont principalement : documentation et support de cours, exercices pratiques d'application et corrigés des exercices, études de cas ou présentation de cas réels. ORSYS fournit aux participants un questionnaire d'évaluation du cours qui est ensuite analysé par nos équipes pédagogiques. Une attestation de fin de formation est fournie si l'apprenant a bien suivi la totalité de la formation.

MODALITÉS ET DÉLAIS D'ACCÈS

L'inscription doit être finalisée 24 heures avant le début de la formation.

ACCESSIBILITÉ AUX PERSONNES HANDICAPÉES

Vous avez un besoin spécifique d'accessibilité ? Contactez Mme FOSSE, référente handicap, à l'adresse suivante pshaccueil@orsys.fr pour étudier au mieux votre demande et sa faisabilité.

LE PROGRAMME

dernière mise à jour : 01/2022

1) Course introduction

- Purpose and objectives.
- Scope of Service Strategy.
- Service Strategy Processes.
- Value to the business.
- Context of Service Strategy.

2) Principles

- Purpose, goal, objectives & Scope.
- Basic approach.
- Strategy and opposing dynamics.
- The four P's.
- Outcomes & outputs.
- Services, value, utility & warranty.
- Assets – customer, service and strategic.
- Service providers.
- Defining services.
- Strategies for customer satisfaction.
- Service economics.
- Sourcing Strategy.
- Inputs and output with the service lifecycle.

3) Processes

- Purpose, goal, objectives & scope.
- Purpose & objectives.
- Scope.
- Value to business.
- Policies, principles and basic concepts.
- Activities, methods and techniques.
- Triggers, inputs, outputs and interfaces.
- Critical success factors and key.
- Performance indicators.
- Challenges and risks.

4) Governance

- Governance.
- Strategy for governance.
- Evaluate, direct, monitor.
- Governance framework.
- What is IT governance.
- Governance bodies.
- How Service Strategy relates to governance.

5) Organization

- Organizational development.
- Organizational departmentalization.
- Organizational design.
- Role of service owner.
- Strategy, portfolio, financial, and demand roles.

6) Technology considerations

- Service automation.
- Service interfaces.

7) Implementing service strategy

- Implementation throughout the lifecycle.
- Following the lifecycle approach.
- Impact of Service Strategy.

8) Challenges, critical success factors and risks

- Challenges.
- Risks.
- Critical success factors.

9) Appendices

- Challenges.
- Business case study and exercises.
- Sample exams.
- Glossary & Acronyms.
- Forms.

10) Certification

- Certification exam