



5 Days

ITIL Service Lifecycle: Service Strategy

This course is envisioned to impart knowledge to the students about this unified training course that immerses students in the overall processes, policies, methods and concepts allied with the Service Strategy phase of the Service Lifecycle. This course includes the control and management of the techniques and activities within the Service Strategy stage, but not the detail of each of the supporting procedures.

Course Details

Course Outline

- At the end of this course, the learner will gain competencies in:
- Understanding Service Management as a Practice and Service Strategy principles, purpose and objective
- Understanding how all Service Strategy processes interact with other Service Lifecycle
- processes
- The activities, methods and functions used in each of the Service Strategy processes
- The roles and responsibilities within Service Strategy and the activities and functions to
- achieve operational excellence
- How to measure Service Strategy performance
- Understanding technology and implementation requirements in support of Service Strategy
- The challenges, critical success factors and risks related with Service Strategy

Who Should Attend

- IT consultants
- Chief technology officers
- IT audit managers
- Service test managers
- Managers
- Supervisory staff
- Team leaders
- Chief information officers
- IT planners
- IT security managers
- Service designers
- IT architects

Pre Requisite

- Hold an ITIL Foundation Certificate
 - There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable.
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