Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.

- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.

- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.

- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at our live online courses which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/72719

ITIL® Service Lifecycle: Service Strategy

The Service Strategy is the cornerstone of ITIL Service Lifecycle...Make it Your Priority.

As the foundation of the ITL Service Lifecycle, building a quality Service Strategy will help your IT organization continue improve and develop over the long term. This seminar covers the overall concepts, processes, policies, and methods of the Service Strategy phase of the Service Lifecycle.

Using a scenario-based teaching approach, you will learn how to manage the activities and processes of Service Strategy. This course positions you to successfully complete the associated exam, which is offered on the last day of class at 3:00 pm.

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

What You Will Cover

Service Management as a practice and Service Strategy principles, purpose, and objective
How all Service Strategy processes interact with other Service Lifecycle processes
Activities, methods, and functions used in each of the Service Strategy processes
Roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence
How to measure Service Strategy performance
Technology and implementation requirements in support of Service Strategy
Challenges, critical success factors, and risks related with Service Strategy

Who Should Attend

IT operations, technical, or IT management personnel requiring more information about ITIL best practices or anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

Special Feature

Prerequisites:

- ITIL Foundation Certification (required)
- Two years of relevant work experience
- To prepare for the end-of-class exam, it is recommended that you review the ITIL Service Strategy (ISBN 10: 0113310455) and

complete at least 21 hours of personal study

Schedule

- [3] days - $2,695 Non Members
- [3] days - $2,695 AMA Members
- [3] days - $2,695 GSA

Credits

21 PDU

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