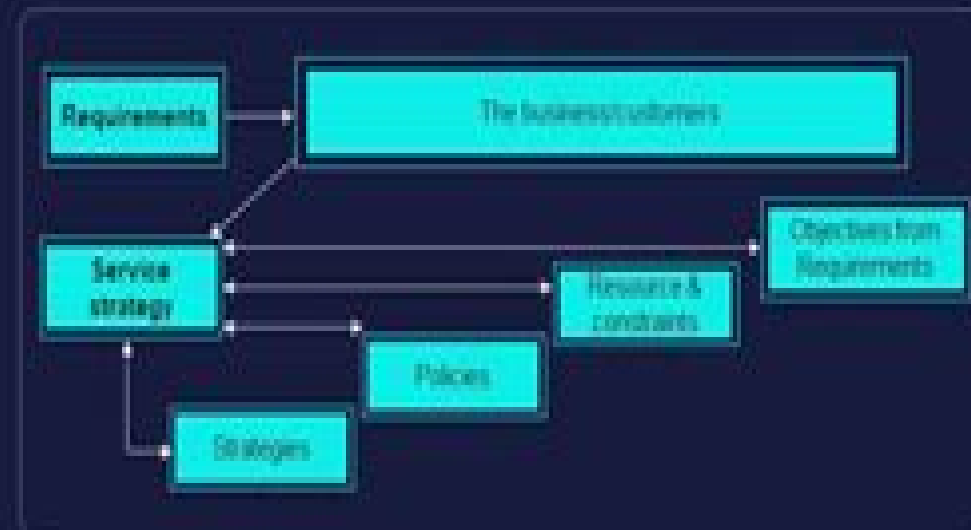


# ITIL service strategy stage overview

This slide describes the service strategy stage of the ITIL life cycle, including its process and four ps such as perspective, position, plans, and patterns.



- Aids in the development, implementation, and management of service management as organizational competencies and strategic assets
- Includes: Value creation, service assets, service provider types, service structures, defining the service market, developing service offerings, financial management, service portfolios, demand management, return on investment



- **Perspective:** Expresses a company's vision and goal, as well as the corporate philosophy of dealing with customers
- **Position:** Perspective of clients defines the decision to take a well-defined stance and is portrayed as individuality
- **Plans:** Strategy that specifies how you want to proceed, what methods do we use to deliver high-value or low-cost services?
- **Patterns:** Enumerates the organization's basic operating procedures

# Itil Service Strategy Sample Questions

**Shon Harris, Fernando Maymi**



## **Itil Service Strategy Sample Questions:**

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