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Introduction to Service Strategy Tutorial. Welcome to the first chapter of the ITIL® Intermediate SS tutorial (part of the ITIL® Intermediate SS Certification Training). This chapter deals with the Introduction to Service Strategy. Let us begin with the overview of Service Strategy. Purpose, Objectives, and Scope of SS Strategy

Introduction to Service Strategy Tutorial | Simplilearn

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As shown in Figure 1, in order to set up a high-performance service provider, there are three major building blocks: Market focus and position - even if you run a Type I or Type II organization, this is how the "where and how to compete" aspects of a service strategy are defined. See the Strategic Position chapter.

ITIL Strategy Plan: What is its purpose in Service Strategy?

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