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Purpose, Objectives, and Scope of SS Strategy

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Introduction to Service Strategy Tutorial | Simplilearn

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Figure 1 - Building blocks of a high-performance service strategy. IT Service providers should meet objectives defined by their customers - business outcomes within system constraints. This, of course, implies that there will be some tradeoffs involved in terms of which services you offer, which markets you serve, and your ability to outperform competitors.

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

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