

ITIL® Service Offerings and Agreements Capability

Certificate: ITIL® SOA Capability Duration: 5 day Course Delivery: (Virtual) Classroom, Exam, eBook	Course ID: ITL9332CL Language: English, Japanese, French Credits: 4 Credits to ITIL Expert PMI® PDUs: 40
--	---

Course Description:

This 5-day course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Service Offerings and Agreements of services. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience:

The Service Offerings and Agreements Capability course will be of interest to:

- Individuals who have their ITIL Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals and / or operational staff who require a deep practical understanding of the Service Offerings and Agreements processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Service Portfolio Management; Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, Financial Management and Business Relationship Management
- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and how the processes within Service Offerings and Agreements support the Service Lifecycle
- Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Offerings and Agreements processes
- The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence
- How to measure Service Offerings and Agreements performance
- The importance of IT Security and how it supports Service Offerings and Agreements

- Understanding technology and implementation requirements in support of Service Offerings and Agreements
- The challenges, critical success factors and risks related with Service Offerings and Agreements

Course Organizational Logistics:

- A maximum of 18 students can attend this course with 1 instructor
- Classroom with U-shaped seating arrangement
- 2 break out rooms where available- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 – 5:00 each day - the exam can be scheduled from 1:00 - 2:30 pm on the last day

Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- It is also strongly recommended that candidates:
- Can demonstrate familiarity with IT terminology and understand the context of Service Offerings and Agreements management of their own business environment is strongly recommended.
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
 - Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management and Financial Management
- It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification.

Course Material:

Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

Examination:

- Evidence of ITIL Foundation Certificate and completion of Service Offerings and Agreements Capability course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the and the associated areas of the ITIL Service Management Practice core guidance, in particular Service Strategy and Service Design publications in preparation for the examination.
- The syllabus can be downloaded from:
<http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is

worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

Credits:

- Upon successful passing of the ITIL Service Offerings and Agreements Capability exam, the student will be recognized with 4 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 40

Technical Requirements:

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

Agenda:

Day1	Day2	Day3	Day4	Day5
1. Introduction	3. Service Level Management	5. Demand Management	7. Financial Management	10. Technology and Implementation Considerations
2. Service Portfolio Management		6. Supplier Management		11.Exam Preparation / Mock Exam
Lunch	Lunch	Lunch	Lunch	Lunch
2. Service Portfolio Management	4. Service Level Management	6. Supplier Management	8. Business Relationship Management	Exam
3. Service Catalogue Management		7. Financial Management	9. Roles and Responsibilities 10. Technology and Implementation Considerations	
Homework (review of the day's material)	Homework (review of the day's material)	Homework (review of the day's material)	Homework (review of the day's material)	

Course Outline:

Course Introduction

Introductions

Course Introduction

Course Learning Objectives

Unique Nature of the Course

Course Qualification Scheme

Course Agenda and Exam Details

Course Agenda

ITIL Intermediate Classroom Course

ITIL Intermediate Expert Program Course

ITIL Intermediate Classroom Blended Course

ITIL Intermediate Virtual Classroom Blended Course

Unit 1: Introduction to Service Offerings and Agreements

1.1 SOA in the Service Strategy Stage

1.2 Purpose and Objectives of the Strategy Management for IT Services Process

1.3 Scope of the Strategy Management for IT Services Process

1.4 Value of the Strategy Management for IT Services Process to the Business

1.5 SOA in the Service Design Stage

1.6 Purpose and Objectives of the Design Coordination Process

1.7 Scope of the Design Coordination Process

1.8 Value of the Design Coordination Process to the Business

1.9 Utility and Warranty, and Their Relevance to SOA Processes

1.10 SOA Processes and Customer Requirements

1.11 Return on Investment and the Business Case

Summary of Unit 1

Unit 2: Service Portfolio Management

2.1 Service Portfolio and Its Relationships with the Service Catalogue and Service Pipeline

2.2 Purpose and Objectives

2.3 Scope of SPM

2.4 Value to the Business

2.5 Policies, Principles, and Basic Concepts

2.6 Process Activities, Methods, and Techniques

2.7 Triggers, Inputs, Outputs, and Interfaces

2.8 Information Management

2.9 Critical Success Factors and Key Performance Indicators

- 2.10 Challenges and Risks
- 2.11 Designing the Service Portfolio
- 2.12 Group/Individual Exercise
- 2.13 Sample Test Question

Summary of Unit 2

Unit 3: Service Catalogue Management

- 3.1 Importance of the Service Catalogue to the Service Lifecycle and Its Interface to the Service Portfolio
- 3.2 Purpose And Objectives
- 3.3 Scope of the Process
- 3.4 Value to the Business
- 3.5 Policies, Principles, and Basic Concepts
- 3.6 Process Activities
- 3.7 Triggers, Inputs, Outputs, and Interfaces with Other Processes
- 3.8 Information Management
- 3.9 Critical Success Factors and Key Performance Indicators
- 3.10 Challenges and Risks
- 3.11 Production of a Service Catalogue
- 3.12 Sample Test Question

Summary of Unit 3

Unit 4: Service Level Management

- 4.1 Purpose and Objectives
- 4.2 Scope of the Process
- 4.3 Value to the Business
- 4.4 Policies, Principles, and Basic Concepts
- 4.5 Process Activities, Methods, Techniques, and Relationships with the Service Lifecycle
- 4.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes
- 4.7 Information Management
- 4.8 Critical Success Factors and Key Performance Indicators
- 4.9 Challenges and Risks
- 4.10 Contents of SLAs and OLAs
- 4.11 Group/Individual Exercise
- 4.12 Sample Test Question

Summary of Unit 4

Unit 5: Demand Management

- 5.1 Importance of Demand Management to the Service Lifecycle
- 5.2 Purpose and Objectives
- 5.3 Scope of the Process
- 5.4 Value to the Business
- 5.5 Policies, Principles, and Basic Concepts
- 5.6 Process Activities, Methods, and Techniques
 - 5.6.1 Identifying Sources of Demand Forecasting
 - 5.6.2 Patterns of Business Activity
 - 5.6.3 User Profiles
 - 5.6.4 Activity-Based Demand Management
 - 5.6.5 Develop Differentiated Offerings
 - 5.6.6 Management of Operational Demand
- 5.7 Triggers, Inputs, Outputs, and Interfaces with Other Processes
- 5.8 Information Management
- 5.9 Critical Success Factors and Key Performance Indicators
- 5.10 Challenges and Risks
- 5.11 Group/Individual Exercise
- 5.12 Sample Test Question

Summary of Unit 5

Unit 6: Supplier Management

- 6.1 Purpose and Objectives
- 6.2 Scope of The Process
- 6.3 Value to The Business
- 6.4 Policies, Principles and Basic Concepts
- 6.5 Process Activities, Methods, and Techniques
- 6.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes
- 6.7 Information Management
- 6.8 Critical Success Factors and Key Performance Indicators
- 6.9 Challenges and Risks
- 6.10 Group/Individual Exercise
- 6.11 Sample Test Question

Summary of Unit 6

Unit 7: Financial Management for IT Services

- 7.1 Importance to The Service Lifecycle
- 7.2 Purpose and Objectives
- 7.3 Scope of The Process
- 7.4 Value to The Business
- 7.5 Policies, Principles, and Basic Concepts
- 7.6 Process Activities, Methods, and Techniques
- 7.7 Triggers, Inputs, Outputs, and Interfaces with Other Processes
- 7.8 Information Management
- 7.9 Critical Success Factors And Key Performance Indicators
- 7.10 Challenges And Risks
- 7.11 Group/Individual Exercise
- 7.12 Sample Test Question

Summary of Unit 7

Unit 8: Business Relationship Management

- 8.1 Purpose and Objectives
- 8.2 Scope of the Process
- 8.3 Value to the Business
- 8.4 Policies, Principles, and Basic Concepts
- 8.5 Process Activities, Methods, and Techniques
- 8.6 Triggers, Inputs, Outputs, and Interfaces
- 8.7 Information Management
- 8.8 Critical Success Factors and Key Performance Indicators
- 8.9 Challenges and Risks
- 8.10 Group/Individual Exercise
- 8.11 Sample Test Question

Summary of Unit 8

Unit 9: Roles and Responsibilities

- 9.1 Generic Roles
- 9.2 Roles and Responsibilities of Service Portfolio Management
- 9.3 Roles and Responsibilities of Service Catalogue Management
- 9.4 Roles and Responsibilities of Service Level Management

- 9.5 Roles and Responsibilities of Demand Management
- 9.6 Roles and Responsibilities of Supplier Management
- 9.7 Roles and Responsibilities of Financial Management for IT Services
- 9.8 Roles and Responsibilities of Business Relationship Management
- 9.9 Group/Individual Exercise
- 9.10 Sample Test Question

Summary of Unit 9

Unit 10: Technology and Implementation Considerations

- 10.1 Generic Technology Requirements to Assist Service Design
- 10.2 Evaluation Criteria for Technology and Tooling for Process Implementation
- 10.3 Good Practices for Practice and Process Implementation
- 10.4 Challenges, CSFs, and Risks in Implementing Practices and Processes
- 10.5 Planning and Implementing Service Management Technologies
- 10.6 Group/Individual Exercise

Summary of Unit 10

Unit 11 : Exam Preparation Guide

- 11.1 Mock Exam 1
- 11.2 Mock Exam 2

Training Material Accreditation Status



ITIL® is a registered trade mark of AXELOS Limited
IT Infrastructure Library® is a registered trade mark of AXELOS Limited
The Swirl logo™ is a trade mark of AXELOS Limited
The ITIL Accredited Training Organization logo is a trade mark of AXELOS Limited