

ITIL® Service Offerings & Agreements

Duration

5 days

Course Delivery

Classroom or Virtual

Languages

English, French, Italian

Target Audience

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Service Offerings & Agreements cluster of processes and functions.

Pre requisites

An ITIL® Foundation certificate is required and preferably two years work experience in an IT Service Management environment.

About the Examination

Exam Format: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/Closed Book: Closed Book

Certificate

ITIL® Service Offerings & Agreements

Credits

Upon successfully achieving the ITIL® Service Offerings & Agreements certificate, students earn 4 credits in the ITIL® qualification scheme.

Upon successfully achieving the ITIL Service Offerings & Agreements certificate, the student will be recognized with 35 Professional Development Units (PDU'S).

Reference Materials

Core set of 5 ITIL® books.

Course Description

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® Intermediate Qualification: Service Offerings and Agreements (SOA) Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL® Service Lifecycle core publications.

Course and Learning Objectives

Candidates can expect to gain competencies in the following areas:

- Overview of SOA processes and basic principles
- The value to the business of SOA activities
- How the SOA processes rely on a good business case
- How the SOA processes rely on a good understanding of return on investment (ROI)
- Processes across the service lifecycle pertaining to the service offerings and agreements curriculum
- SOA roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks

In addition, the training for this qualification should include examination preparation, and an opportunity for a mock examination.

Course Approach

This Capability course focuses on executing Service Offerings and Agreements activities. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within Service Offerings and Agreements. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Service Offerings and Agreements certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.



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The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

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Please Recycle

Concepts Covered

1. COURSE INTRODUCTION

- Introduction
- Lifecycle approach and structure
- IT Service Management definition
- Creating value, Utility and Warranty
- Monitor and measure
- Process definition and characteristics
- Service Offering and Agreement
- SOA Service Strategy processes
- Service Value and SOA
- Organizing ITSM
- Strategy Management
- Strategic, tactical and operational linkages
- Design Coordination
- Scope and Flow of Service design
- Identifying Service Requirements
- ROI, Business Case and SOA
- ITIL® Certification Scheme

2. SERVICE PORTFOLIO MANAGEMENT

- Purpose and Objectives
- Scope and Value to the Business
- Service Catalog, Pipeline & Retired Services
- Configuration Management System (CMS)
- The Portfolio's (Application, Customer, Project)
- Service Models
- Market Spaces and service Growth
- Aligning Service Assets to outcomes
- Portfolio Management through the Lifecycle
- Designing the Service Portfolio
- Overview, phases and steps
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges

3. SERVICE CATALOG MANAGEMENT

- Purpose and Objectives
- Scope and Value to the Business
- Service Catalog
- Policies, Principles and Basic concepts
- Catalog structure and policies
- Process activities, methods and techniques
- Triggers, Inputs, Outputs
- Information Management
- CSF's and KPI's, Challenges and risks

4. SERVICE LEVEL MANAGEMENT

- Purpose and Objectives
- Scope and Value to the Business
- Policies, Principles and Basic concepts
- SLA's and OLA's, SLA Frameworks
- Document Relationships
- Producing SLR's, Monitoring Performance
- Producing Service Reports
- Service reviews and improvements
- SIP's, KPI's, Information Management
- Challenges and CSF's, Risks and Good Practices
- Triggers, Inputs, Outputs, Interfaces
- Common SLM issues, OLA sample

5. DEMAND MANAGEMENT

- Purpose and Objectives
- Scope and Value to the Business
- Supply and Demand
- Gearing Service Assets
- Demand Management through the Lifecycle
- Demand Forecasting, User Profiles
- Activity Based Demand Management
- Managing Demand of Services
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges & Risks

6. SUPPLIER MANAGEMENT

- Purpose and Objectives
- Scope and Concepts
- Roles and Interfaces, Value
- Supplier Management Concepts
- Activities, Methods, Techniques
- Key Metrics, Challenges CSF's and Risks
- Triggers, Inputs, Outputs

7. FINANCIAL MANAGEMENT FOR IT SERVICES

- Enterprise Financial Management Policies
- Purpose and Objectives
- Scope and Value to the Business
- Overview (Budgeting, Accounting, Charging, Funding)
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges and Risks

8. BUSINESS RELATIONSHIP MANAGEMENT

- Purpose and Objectives
- Scope, BRM & SLM
- BRM and ITSM processes
- Value to the Business
- Customer Portfolio and Satisfaction
- Service requirements
- BRM Activities & Lifecycle Processes
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's, Challenges & Risks

9. SOA ROLES & RESPONSABILITIES

- Service Offerings and Agreement Roles
- Roles and Responsibilities

10. TECHNOLOGY AND IMPLEMENTATION CONSIDERATIONS

- Generic Tool Requirements
- Evaluation Criteria, Good Practices
- Challenges, CSF's, and Risks
- Plan and implement ITSM technologies

APPENDICES

- Case study and exercises
- Mock exams and rationale
- Glossary, Forms

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