

## ITIL® Service Capability - Service Offerings and Agreements

Duration: 5 days

### Overview:

The course builds on the general principles covered as part of the ITIL® Foundation Certificate Course and provides in-depth knowledge of the ITIL® SOA topics as specified in the ITIL® Service Capability curriculum. This includes Service Portfolio Management, Service Level Management, Service Catalogue Management, Demand Management, Supplier Management and Financial Management.

### Pre-requisites:

Before attending this course, students must have attained a pass in the ITIL® Foundation exam or the ITIL® Bridging exam from either EXIN, ISEB or APMG. Proof will need to be provided before attending the course. We recommend that course participants are familiar with the 5 ITIL® Core Publications prior to attending the course. In particular, the Service Strategy Book and the Service Design Book. The ITIL® Books are not included with this course. We estimate approximately 10 hours of personal study will be required.

### At Course Completion:

Proven industry best practice provides knowledge on ITIL® terminology, process structure, roles, functions and activities that will assist in understanding how the processes within Service Offerings and Agreements support the Service Lifecycle approach as described in ITIL®. The course provides participants with practical guidance about the important role of Service Offerings and Agreements in service provision and an understanding of how the processes interact with other Service Lifecycle processes.

### Assessment:

There is an examination at the end of the course. The SOA exam is a very challenging. It consists of a complex multiple-choice, closed book paper of 8 questions, to be answered within 90 minutes. The pass mark will be 70% or more. Successful candidates will be awarded 4 credits towards the ITIL® Expert Certification.

### Key Topics:

- Importance of Service Management as a practice concept and Service Operation
- principals, purpose and objectives
- Importance of ITIL® Service Offerings and Agreements while providing service
- How all processes in ITIL® Service Offerings and Agreement interact with other Service Lifecycle Processes
- The processes, activities, methods, and functions used in each of the ITIL® Service
- Offerings and Agreement processes
- Use the ITIL® Service Offerings and Agreement processes, activities and functions to achieve operational excellence
- Measure ITIL® Service Offerings and Agreements
- Importance of IT Security and its contributions to ITIL® Service Offerings and Agreements
- Technology and implementation considerations surrounding ITIL® Service Offerings and Agreements
- Challenges, critical success factors and risks associated with ITIL® Service Offerings and Agreements