

## ITIL V3 Service Offerings and Agreements Certification Training

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### Course Summary

#### Description

This Service Offerings & Agreements (SOA) course provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within a Service Management environment and require a deeper understanding of the concepts, processes and activities involved in the strategy, definition and documentation of services. The SOA concepts are shown how they may be used to enhance overall service quality, service provision and contribute to their organization's ongoing service improvement program.

#### Objectives

By the end of this course, students will learn:

- The Service Lifecycle and Service Management as a practice: Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate "service" and be able to explain the concept of Service Management as a practice
- Basic Service Offerings & Agreement Principles: Understand the common principles and guidelines grounded in the Service Strategy and Design phases (e.g., a business case and ROI requirements) that will influence the performance of the SOA processes
- Service Offerings & Agreement Processes: Understand and articulate the activities of the SOA processes as well as the activities shared across the lifecycle. Other areas of discussion include information management requirements, challenges, critical success factors and risks within each of the processes. The processes include:
  - Service Portfolio Management
  - Service Catalog Management
  - Service Level Management
  - Demand Management
  - Supplier Management
  - Financial Management
  - Business Relationship Management

Explore Technology and Implementation Consideration: Understand the role of technology to the SOA processes and explore concepts that have great impact on their implementation.

#### Topics

- ITIL 2011: Service Offerings and Agreements - Course Introduction
- Service Management as a Practice
- Processes, Functions and Generic Roles
- Service Management Key Concepts
- Introduction to SOA
- Exercise: Implementing Challenges, CSFS/KPIS and Risks
- Service Portfolio Management Part 1
- Service Portfolio Management Part 3
- Service Portfolio Management Part 4
- Service Catalog Management Part 1
- Service Catalog Management Part 2
- Business Relationship Management Part 1
- Business Relationship Management Part 2
- Service Level Management Part 1
- Service Level Management Part 2

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### Course Summary (cont.)

- Service Level Management Part 3
- Supplier Management Part 1
- Supplier Management Part 2
- Demand Management Part 1
- Demand Management Part 2
- Financial Management Part 1
- Financial Management Part 2
- Financial Management Part 3
- Financial Management Part 4
- Service Management Technology
- Exam Tips

#### Audience

The course is intended for those who work within a Service Management environment and require a deeper understanding of the concepts, processes and activities involved in the strategy, definition and documentation of services.

#### Prerequisite

ITIL Foundations training is required prior to taking this course and it is highly recommended that all ITIL Intermediate Candidates have 2 to 4 years of Service Management Experience. If you plan on taking the ITIL 2011: Service Offerings and Agreements certification exam, then you must have taken and passed the ITIL Foundations exam (or v2, v3 or 2011 equivalent) and present the certificate to the testing organization in order to sit for this exam.

Before attending training for the certification, it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, in particular, the ITIL Service Strategy and ITIL Service Design publications.

#### Duration

Nine hours and thirty-six minutes.

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### Course Outline

- I. **ITIL 2011: Service Offerings and Agreements - Course Introduction**
- II. **Service Management as a Practice**
  - A. Components of the Service Lifecycle
  - B. What is a Service?
  - C. What comprises value?
  - D. What is Service Management?
- III. **Processes, Functions and Generic Roles**
  - A. Processes & Functions
  - B. Generic Roles
- IV. **Service Management Key Concepts**
  - A. The 4Ps of Strategy
  - B. The 4Ps of Service Design
  - C. Portfolio Pipeline and Catalog
- V. **Introduction to SOA**
  - A. Strategy Management for IT Services
  - B. Design Coordination
  - C. Concepts underpinning SOA
  - D. Implementing Processes & Practices
  - E. Exercise: Sample Exam Question
- VI. **Exercise: Implementing Challenges, CSFS/KPIS and Risks**
- VII. **Service Portfolio Management Part 1**
  - A. Purpose & Objective
  - B. Value to the business
- VIII. **Service Portfolio Management Part 2**
  - A. Policies/Principles/Basic Concepts
  - B. Various Portfolios
  - C. Introduction to Activities
- IX. **Service Portfolio Management Part 3**
  - A. Define
  - B. Analyze
  - C. Approve
  - D. Charter
- X. **Service Portfolio Management Part 4**
  - A. Roles
  - B. Triggers, Inputs/Outputs & Interfaces
  - C. Information Management
  - D. Metrics
  - E. Exercise: Sample Exam Question
- XI. **Service Catalog Management Part 1**
  - A. Purpose & Objective
  - B. Value to the business
  - C. Policies/Principles/Basic Concepts
- XII. **Service Catalog Management Part 2**
  - A. Activities
  - B. Roles
  - C. Triggers, Inputs/Outputs & Interfaces
  - D. Information Management
  - E. Metrics
  - F. Exercise: Sample Exam Question
  - G. Exercise: Write a Catalog Entry
- XIII. **Business Relationship Management Part 1**
  - A. Purpose & Objective
  - B. Value to the business
  - C. Policies/Principles/Basic Concepts
- XIV. **Business Relationship Management Part 2**
  - A. Activities
  - B. Roles
  - C. Triggers, Inputs/Outputs & Interfaces
  - D. Information Management
  - E. Metrics
  - F. Exercise: Sample Exam Question
  - G. Exercise: BRM Sources of Information
- XV. **Service Level Management Part 1**
  - A. Purpose & Objective
  - B. Value to the business
  - C. Policies/Principles/Basic Concepts
- XVI. **Service Level Management Part 2**
  - A. Designing SLA frameworks
  - B. Negotiation
  - C. Service Reporting
  - D. Complaints and compliments

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### Course Outline (cont.)

- XVII. Service Level Management Part 3**
- A. Roles
  - B. Triggers, Inputs/Outputs & Interfaces
  - C. Information Management
  - D. Metrics
  - E. Exercise: Sample Exam Question
  - F. Exercise: SLA Review
- XVIII. Supplier Management Part 1**
- A. Purpose & Objective
  - B. Value to the business
  - C. Policies/Principles/Basic Concepts
  - D. Activities
- XIX. Supplier Management Part 2**
- A. Activities
  - B. Roles
  - C. Triggers, Inputs/Outputs & Interfaces
  - D. Information Management
  - E. Metrics
  - F. Exercise: Sample Exam Question
- XX. Demand Management Part 1**
- A. Purpose & Objective
  - B. Value to the business
  - C. Policies/Principles/Basic Concepts
  - D. Activities
- XXI. Demand Management Part 2**
- A. Roles
  - B. Triggers, Inputs/Outputs & Interfaces
  - C. Information Management
  - D. Metrics
  - E. Exercise: Sample Exam Question
- XXII. Financial Management Part 1**
- A. Purpose & Objective
  - B. Value to the business
  - C. Policies/Principles/Basic Concepts
- XXIII. Financial Management Part 2**
- A. Accounting
  - B. Cost Model
  - C. Cost Type, Elements, Classification
  - D. Depreciation
- XXIV. Financial Management Part 3**
- A. Budgeting
  - B. Charging
  - C. Pricing and Billing
- XXV. Financial Management Part 4**
- A. Roles
  - B. Triggers, Inputs/Outputs & Interfaces
  - C. Information Management
  - D. Metrics
  - E. Exercise: Sample Exam Question
  - F. Exercise: Cost Model for a Desktop Environment
- XXVI. Service Management Technology**
- A. Tool Selection Process
  - B. SD Tools
  - C. Plan & Implement SM Technologies
  - D. Exercise: Sample Exam Question
- XXVII. Exam Tips**
- A. Understanding the exam process
  - B. Exam questions and grading
  - C. Taking the exam
  - D. Using the practice exams