
ITIL® Capability: Service Offerings & Agreements

Duration: 5 Days **Course Code: SOA**

Overview:

The course builds on the principles covered as part of the ITIL Foundation course and is aligned to the 2011 syllabus.

The focus of the course is to gain practical experience planning and executing processes within ITIL service offerings and agreements; the operational-level process activities and supporting methods and execution of these processes in a practical, hands-on learning environment. This course includes lecture, exercises, and scenario-based exam questions to increase your understanding of the core disciplines of ITIL best practices and position you to successfully complete the associated exam.

The main process focus areas of this course include: Business relationship management, Service portfolio management, Financial management for IT services, Demand management, Service catalogue management, Service level management, Supplier management.

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided.

The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

Target Audience:

IT operations, technical, or IT management personnel requiring more information about ITIL best practices and anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

Objectives:

- Importance of service management as a practice concept
 - Service lifecycle principals, purpose, and objective
 - 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 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, key performance indicators (KPIs), critical success factors (CSFs), and risks associated with ITIL service offerings and agreements
-

Prerequisites:

- ITIL Foundation V3 Certificate
- Two to four years of relevant work experience

Testing and Certification

- To prepare for the end-of-class exam, we recommend that you review the ITIL 2011 publications Service Strategy (2011 Edition, ISBN 9780113313044) and Service Design (2011 Edition, ISBN 9780113313051) and complete at least 12 hours of personal study.
 - Please note you must bring a copy of your ITIL Foundation exam certificate, this is required in order for you to take the exam associated with this course.
 - On successful completion of the course and passing of the subsequent exam 3 number of credits will be awarded by the examining institute
-

Follow-on-Courses:

- ITIL Complementary Courses - Analyst Series, Service Catalogue
- ITIL® v3 Lifecycle Courses
- ITIL® v3 Capability Courses
- ITIL® v3 Managing Across the Lifecycle

Content:

Service Offerings and Agreements:

- How Service Offerings and Agreements Practices Support the Service Lifecycle#
- Purpose, Objectives, Scope, and Value of Strategy Management for IT Services and the Design Coordination Process
- Successful Services Depend on the Customer's Perception of Utility and Warranty
- Relevance of Business Cases and Return-on-Investment to Service Offerings and Agreements Practices

Business Relationship Management:

- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Triggers, Inputs, Outputs, and Process Interfaces
- Information Management within the Business Relationship Management Process
- CSFs and KPIs
- Challenges and Risks
- Key Roles and Responsibilities

Service Portfolio Management:

- Service Portfolio
- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Triggers, Inputs, Outputs, and Process Interfaces
- Information Management within the Service Portfolio Management Process
- CSFs and KPIs
- Challenges and Risks
- Key Roles and Responsibilities
- Financial Management for IT Services:
 - Purpose, Objectives, and Scope
 - Business Value
 - Policies, Principles, and Basic Concepts
 - Triggers, Inputs, Outputs, and Process Interfaces
 - Information Management within the Financial Management for IT Services Process
 - CSFs and KPIs
 - Challenges and Risks
 - Key Roles and Responsibilities

Demand Management:

- Importance of Demand Management to Managing Services throughout their Lifecycle
- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Triggers, Inputs, Outputs, and Process Interfaces
- Information Management within the Demand Management Process
- CSFs and KPIs
- Challenges and Risks
- Key Roles and Responsibilities

Service Catalog Management:

- Importance of the Service Catalog to the Service Lifecycle
- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Triggers, Inputs, Outputs, and Process Interfaces
- Information Management within the Service Catalog Management Process
- CSFs and KPIs
- Challenges and Risks
- Production of a Service Catalog
- Key Roles and Responsibilities of Service Catalog Management

Service Level Management:

- Importance of Service Level Management to the Service Lifecycle
- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Triggers, Inputs, Outputs, and Process Interfaces
- Information Management within the Service Level Management Process
- CSFs and KPIs
- Challenges and Risks
- Contents of Service and Operational Level Agreements (SLAs and OLAs)
- Key Roles and Responsibilities

Supplier Management:

- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Triggers, Inputs, Outputs, and Process Interfaces
- Information Management within the Supplier Management Process
- CSFs and KPIs
- Challenges and Risks
- Key Roles and Responsibilities

Technology and Implementation Considerations:

- Generic Requirements for Service Management Technologies
- Evaluation Criteria for Technology and Tooling for Process Implementation
- Good Procedures for Practice and Process Implementation
- Challenges, CSFs, and Risks Related to Implementing Practices and Processes
- How to Plan and Implement Service Management Technologies

Further Information:

For More information, or to book your course, please Call/Email us on : - +254 713 027 191

KENYA - training.kenya@clclearningafrica.com

TANZANIA - training.tanzania@clclearningafrica.com

UGANDA - training.uganda@clclearningafrica.com

RWANDA - training.rwanda@clclearningafrica.com

BURUNDI - training.burundi@clclearningafrica.com

ETHOPIA - training.ethopia@clclearningafrica.com