

ITIL v3 Service Offerings & Agreements (SO&A)

Duration: 4 days

Course Overview

The intermediate level ITIL® v3 (version 3) Service Capability Module "Service Offerings and Agreements" offers candidates the ability to obtain role based hands on experience in a specific cluster of processes according to ITIL v3: Portfolio Management, Service Level Management, Catalogue Management, Demand Management, Supplier Management, Financial Management. This 4 day training includes an optional exam. Passing this exam adds 4 credits towards the 22 required credits to enter the advanced level in IT Service Management certification based on ITIL v3. Each module of the Capabilities series covers a specific cluster of ITIL v3 processes tailored to relevant roles.

During this four-day instructor-led course, participants will obtain knowledge and hands on experience in Service Offerings and Agreements. A balanced mix of practical assignments and lecturing reinforce knowledge learning and boost capabilities on the subject. Interactive lessons and lectures prepare participants for the optional exam: ITIL v3 Capability Module Service Offerings and Agreements.

Certification

This course prepares the participant for the official ITIL® v3 Capability Module Service Offerings and Agreements exam (optional). Participants who wish to take the exam are prepared through a test exam and instructor feedback. The exam is a complex multiple choice, multi-part, scenario based test for which 90 minutes is allowed to complete it. Students who pass the exam will receive the ITIL v3 Capability Module Service Offerings and Agreements Certificate in IT Service Management.

Objectives

Candidates can expect to gain competencies in the following upon successful completion

- Service Management as a practice
- The following processes across the Service Lifecycle pertaining to the Service Offerings and Agreement curriculum: Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, Financial Management
- Operational activities of processes covered in other lifecycle phases such as Incident and Change Management
- Common Service Operation activities related to Service Offerings and Agreement
- Organizing for Service Operation which describe functions to be performed within Service Offerings and Agreement
- Service Offerings and Agreement roles and responsibilities
- Technology and implementation considerations

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- Challenges, critical success factors and risks
- CSI as a consequence of effective Service Offerings and Agreement

Audience

The course "ITIL v3 Capability Module Service Offerings and Agreements" is targeted towards existing holders of the ITIL v3 Foundation certificate who want to gain in depth knowledge and hands on experience in Service Offerings and Agreements.

Prerequisites

An ITIL v3 Foundation Certificate and preferably about two years work experience in an IT Service Management environment.