bestpracticetraining

ITIL Service Offerings & Agreements

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL intermediate qualification in Service Offerings and Agreements (SOA) is a freestanding 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.

Audience

Business managers & process owner

Those who require a deeper understanding of SOA processes and of how it may be used to enhance the quality of IT service support within an organisation

Operational staff involved in the management of service portfolio, service levels, service catalogue, demand, suppliers, financial management for IT services & business relationships

Course duration

Five day (the exam is normally taken during the afternoon of the fifth day).

Pre-requisites

Delegates must hold the ITIL Foundation Certificate.

It is recommended that, before the course, delegates read the ITIL Service Lifecycle core publications, particularly Service Strategy & Service Design.

Delegates will also need to undertake 12 hours of self-study reviewing course materials & key areas of particularly Service Strategy & Service Design to prepare for the exam.

Benefits to the individual

- Recognised professional qualification

- Understand the application of ITIL guidelines and frameworks that contribute to industry best practice

- Helps individuals to understand the Service Offerings and Agreements processes and how they may be used to enhance the quality of IT service support within an organisation

- Pre-requisite module for ITIL Expert certification in IT Service Management

Benefits to the business

- The adoption and application of proven best practice processes results in improved IT services and increased productivity throughout the business

- Improved customer satisfaction and less down time through quicker fixes

- Better process management leads to increased efficiency and reduced costs

- The framework is flexible, scalable, systematic and can be used within different organisations irrespective of size or industry

Course outline

The objectives of this course are:
- To give delegates an in-depth understanding of the Service Offerings and Agreements processes and how they may be used to enhance the quality of IT service support within an organisation
- To enable delegates to apply the practices of Service Offerings and Agreements

This qualification enables delegates to apply SOA practices to the service management lifecycle and specifically in the following key ITIL process, role and function areas:
- Service portfolio management
- Service catalogue management
- Service level management
- Demand management
- Supplier management
- Financial management for IT services
- Business relationship management
- This course also introduces and explores the implementation of SOA practices, as well as technology considerations

Prior to attending this course, delegates are expected to understand the context of SOA in their business environment and have responsibility for at least one of the management processes listed above.

The course is conducted through interactive group study using practical examples and activities. An in-depth case study allows delegates to see how the theory is applied in a real life situation. Over the five day course, the following topics are covered.

Course content

- Introduction to service offerings and agreements (SOA)
- Service portfolio management
- Service catalogue management
- Service level management
- Demand management
- Supplier management

- Financial Management for IT services
- Business relationship management
- SOA roles and responsibilities
- Technology and implementation considerations