

ITIL® Intermediate Qualification: Service Offerings and Agreements - 5 Days

Course 998 Overview

- You Will Learn How To**
- Prepare for and take the ITIL Intermediate Qualification: Service Offerings and Agreements Exam
 - Outline key activities for the service offerings and agreements (SOA) processes in the context of the service lifecycle
 - Achieve operational excellence by using the SOA processes, activities and functions
 - Measure the success of SOA by applying key metrics
- Course Benefits** By implementing ITIL service offerings and agreements best practices, IT departments can ensure high levels of customer satisfaction by integrating demand and supplier management with the service portfolio and service catalogue. In this course, you learn how to plan, implement and optimize the SOA processes and gain the skills required to take the ITIL Intermediate Qualification: Service Offerings and Agreements Certification Exam.
- Who Should Attend** This course is valuable for those who want to achieve ITIL Intermediate Qualification: Service Offerings and Agreements certification. The ITIL Foundation Certificate (or v2-v3 bridge equivalent), or the ITIL Expert Certificate achieved via a bridging route, is required to attend this course and take the ITIL Certification Exam on the final day.
- Workshop Course** In this course, you gain knowledge of the SOA processes. Workshops include:
- Drafting a service catalogue
 - Estimating costs and performing cost analyses
 - Developing a service-based SLA template
 - Critiquing SLAs and operational level agreements (OLAs)
 - Creating role descriptions for SOA processes

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Course 998 Outline

Introduction and Overview

- The context in the service lifecycle of the SOA processes
- Strategy management for IT services
- Design coordination

Service Portfolio and Service Catalogue Management

Principles of service portfolio management

- Relationship to the service catalogue and service pipeline
- Thinking strategically
- Achieving customer focus
- Designing the service portfolio
- Allocating resources
- Linking business and IT services

Integrating the service catalogue into the service portfolio

- Purpose, goals and objectives
- Technical and business service catalogues
- Detailing operational services
- Using key metrics and critical success factors
- Producing a service catalogue

Service Level Management (SLM)

Service level management goals

- The significance of SLM to the service lifecycle
- How SLM creates business value
- Analyzing and explaining the scope of the process
- Policies, principles and basic concepts of SLM

The service level management process

- Process activities and how they relate to the service lifecycle
- Negotiating service level agreements (SLAs)
- Deliverables, roles and responsibilities
- SLAs, OLAs and review meetings
- Service improvement plans
- Monitoring service performance against SLAs

Demand and Supplier Management

Demand management

- Activity-based demand management and business activity patterns
- Managing capacity to maximize value
- Identifying patterns of business activity

- Connecting demand management to the service portfolio

Supplier management

- Analyzing the use of the supplier management process
- Process, scope and objectives
- Evaluating new suppliers
- Supplier categorization and maintenance of the supplier and contract database
- Ensuring supplier performance
- Contract management and administration

Financial Management for IT Services

How financial management contributes to the service lifecycle

- Managing financial considerations
- The scope, purpose and goals of the process
- Basic concepts: funding, accounting and charging

Principles of financial management

- Value to the business
- Building a business case
- Applying information management
- Generating and disseminating information
- Dealing with challenges and risks

Business Relationship Management (BRM)

- The purpose, objectives and scope of BRM
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Critical success factors and key performance indicators

Roles and Responsibilities

- Service portfolio management
- Service catalogue management
- Service level management
- Supplier manager

Technology and Implementation

Considerations

- Technology implementation as part of implementing service management
- Special technology functions related to SOA
- Generic requirements and evaluation criteria
- Good practices for implementation
- Challenges, critical success factors and risks