

ITIL® v3 Service Capability Course – Service Offerings and Agreements (SOA)

The SOA course builds on the general principles covered as part of the ITIL® v3 Foundation course. A challenge for service providers is establishing a balance between customer requirements; understanding and managing demand; ensuring the service supplier network, including both internal and external suppliers, is aligned to deliver value to the customer; and sustaining operational visibility, insight and superior investment decision making while managing the IT investments. To address these challenges IT organizations must implement ITIL® SOA best practices. This course therefore covers in-depth the Service Portfolio Management, Service Catalog Management, Service Level Management, Demand Management, Supplier Management and Financial Management processes, to the level needed to introduce or improve these capabilities within an organization as an integral part of the overall business-focused Service Management framework.

Course Duration

This is an intensive five-day course that includes the official APMG certification exam.

What You Will Learn

The Service Offerings & Agreements course focuses on the process activities and their interrelationships. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

- 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
- SOA Key Principles, Models and Concepts:
Understand the common Service Strategy (SS) / Service Design (SD) principles and guidelines that will influence the performance of the SOA processes
- SOA Processes:
Understand and articulate the activities of the SOA processes. Other areas of discussion include Business Relationship Management, information management requirements, challenges, critical success factors and risks within each of the processes. The processes include:
 - Service Portfolio Management
 - Service Catalog Management
 - Financial Management
 - Demand Management
 - Service Level Management
 - Supplier Management
 - Service Management Technology
- Service Management Technology:
Understand the use of technology in supporting Service Management and the SOA processes and explore concepts that have an impact on its planning and implementation

This course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Service Offerings & Agreements. The main focus of this course is on the operational-level process activities and supporting methods and approaches related to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in

ITIL® v3 Service Capability Course – Service Offerings and Agreements (SOA)

IT / business relationship management and in the service design and delivery aspects of the Service Management Lifecycle.

Note: The emphasis of this course is on the process activities, their measurement, the interrelationships and roles and responsibilities; in-depth discussion of the management/control activities occurs in the Service Strategy and Service Design Lifecycle courses.

Prerequisites

- The ITIL®v3 Foundation Certification in IT Service Management or the v2 to v3 Foundation Bridge equivalent.
- Two to four years professional experience with Service Management as well as defined experience in at least one of the SOA processes.

Student Responsibilities

Students must complete at least 21 hours of personal study by reviewing the Service Strategy and Service Design publications prior to the course start and allowing for a minimum of 90 minutes of study per evening during the course.

The SOA course and exam are very challenging. Upon registration for the course, students will be provided with a pre-course reading list. Students will be expected to read the sections listed from the appropriate ITIL® books – Service Strategy and Service Design – before the first day of class.

These ITIL® books are not included with the course but can be purchase from orders@diymonde.com.

Professional Qualification

This course forms part of the ITIL® Intermediate qualification program.

Successfully passing the 90 minute exam, which consists of eight complex, multi-part, multiple choice, scenario-based, gradient scored questions, leads to the ITIL® v3 Intermediate Service Capability Certificate: Service Offerings & Agreements. The pass mark is 70% (28/40) or more.

Successful completion of this course and exam provides 4 points of the necessary 15 'electives' to achieve the ITIL® Expert certification (2 points for Foundation and 5 points for Managing Across the Life Cycle are mandatory).

Note: The Lifecycle courses 'Service Strategy' and 'Service Design' and the Capability course 'Service Offerings & Agreements' have a significant amount of overlap of topics and therefore, in the interests of achieving the broadest possible education, it is NOT recommended that all three feature in the selection of courses taken in order to acquire the points necessary for the award of 'ITIL Expert' status – even though all points acquired will be credited.

Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. The Service Strategy and Service Design ITIL® Key Element Guides will also be provided. All materials are distributed on the first day.