

ITIL® Intermediate Capabilities - Service Offerings & Agreements

Course Overview

[View Course Dates & Register Today](#)

This is a 5-day class

The ITIL Intermediate certificate in Service Offerings & Agreements (SOA) is a course that can be run over four or five days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Service Offerings & Agreements processes, aligned to the current version, ITIL: 2011. Delegates will also prepare for a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, and mock examinations.

Who Should Attend

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

The Service Offerings & Agreements Qualification would suit candidates working in the following IT professions or areas:

- General IT Management
- IT Finance Manager
- Capacity Manager
- Availability Manager
- Service Level Manager
- Business Continuity Manager
- Service Portfolio Manager
- Supplier Relationship Manager

The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Course Objectives

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

The Service Offerings & Agreements Qualification would suit candidates working in the following IT professions or areas:

- General IT Management
- IT Finance Manager
- Capacity Manager
- Availability Manager
- Service Level Manager
- Business Continuity Manager
- Service Portfolio Manager
- Supplier Relationship Manager

Other Prerequisites



800.683.NHLS (6457)
nhls.com



ITIL® Intermediate Capabilities - Service Offerings & Agreements

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

Course Outline

- 1 Strategy Management for IT Services: The process that establishes strategies for services upon which the other SOA processes depend**
- 2 Business Relationship Management: Ensures the customer's requirements are correctly identified**
- 3 Financial Management: A strategic process that enables IT to generate service-based costing that, combined with perceived value for the service, results in a real, business-based price**
- 4 Demand Management: Understands demand for services and enables appropriate service strategies**
- 5 Service Portfolio Management: Manages the service portfolio which contains information about IT services from concept through implementation and production to retirement**
- 6 Service Level Management: Sets up Service Level Agreement (SLAs) and ensures that all SLAs have an underpinning support structure in place**
- 7 Service Catalogue Management: Provides the single source of information about agreed services and makes sure this information is communicated**
- 8 Demand Management: Identifies patterns of business activity to enable the appropriate strategy to be implemented**
- 9 Supplier Management: Ensures that suppliers support IT service targets and meet business expectations**