

## ITIL® Intermediate Service Offerings and Agreements Training

Course#: ITSM-13

Duration: 1 Day

Price: 0.00

### Course Description

KnowledgeHut brings you a comprehensive course on ITIL Intermediate Service Offerings and Agreements--one of the qualifications within the ITIL Service Capability category of the ITIL Intermediate level. The module covers the practices that are related to the defining and management of service offerings and the agreements required to support them. The ITIL Intermediate SOA certification is a reflection of the specialized knowledge of the holder in defining, analysing, and selecting the right set of services to be delivered to the customers.

This course helps you aim for a first time pass of the exam and gain the skills to implement SOA best practices in your business and organisation. The intensive coaching from industry experts, comprehensive courseware and mock questions and exercises will give you the expertise and confidence to appear for the exam and shine among your peers.

The ITIL credit system maps out the route to achieving the ITIL Expert certification.

### Objectives

On completion of this workshop and successful attempt of the examination, candidates will become proficient in:

Overview of SOA processes and basic principles

The value to the business of SOA activities

How the SOA processes rely on a good business case

How the SOA processes rely on a good understanding of return on investment (ROI)

Processes across the service lifecycle pertaining to the service offerings and agreements

curriculum:

Service portfolio management, which selection of appropriate services and documenting the

information across the lifecycle

Service catalogue management, which is concerned with the production and documentation of the service catalogue from a business and a technical viewpoint

Service level management, which sets up a service level agreement (SLA) structure and ensures that all SLAs have an underpinning support structure in place

Demand management, which identifies patterns of business activity to enable the appropriate forecasting and assessment of demand

Supplier management, which ensures all partners and suppliers are managed in the appropriate way and includes contract management

Financial management for IT services, which includes ensuring understanding of the service value and the management of all financial considerations

Business relationship management, which ensures the customer requirements are correctly identified

SOA roles and responsibilities

Technology and implementation considerations

Challenges, critical success factors and risks

You will also get:

In-depth preparatory help for examination

Comprehensive and crisp courseware in downloadable format

Coaching by ITIL-certified experts

4 credits toward ITIL Expert certification and 30 PDUs for PMI recertification

Post-workshop assistance and support

Workshop fee inclusive of exam fee

## **Audience**

This workshop and the subsequent certification will benefit:

Business managers, business process owners and others who need an understanding of the Service Offerings and Agreements processes and of how it may be used to enhance the quality of IT service delivery and support within an organization.

IT professionals who are working in organizations that have adopted ITIL for service improvement  
Those seeking to gain the ITIL Expert Certification in ITSM or higher ITIL certifications for which this  
is a prerequisite

## **Prerequisites**

The Pre-requisites to attaining the Intermediate Certification are given below:

Candidates are required to have (in their possession) and upload the following under their profile on the Peoplecert website:

ITIL Foundation Certificate (version does not matter)

Course Completion Certificate for ITIL Intermediate Service Offerings and Agreements Training.

## **Content**

ITIL Service Offerings and Agreements (SOA): Introduction and Overview

Service Portfolio Management

Service Catalogue Management

Service Level Management (SLM)

Demand Management

Supplier Management

Financial Management for IT Services

Business Relationship Management (BRM)

Roles and Responsibilities

Technology and Implementation Considerations

A more detailed syllabus can be found at:

[https://www.axelos.com/Corporate/media/Files/Syllabi/The\\_ITIL\\_Intermediate\\_Qualification\\_Service\\_Offerings\\_and\\_Agreements\\_Certificate\\_Syllabus\\_v5-3.pdf](https://www.axelos.com/Corporate/media/Files/Syllabi/The_ITIL_Intermediate_Qualification_Service_Offerings_and_Agreements_Certificate_Syllabus_v5-3.pdf)