



Service Offerings & Agreements (SOA) an ITIL® 2011 Edition Service Capability Course

Holistic Service Management International

Introduction

The SOA course builds on the general principles covered as part of the ITIL 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 IT 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 accreditor's 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:

- **SOA and the Service Lifecycle:**
Understand the Service Lifecycle and the roles that SOA activities play within the lifecycle; how business value is created.
- **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; how requirements are identified through the SOA processes; ROI and business cases
- **SOA Processes:**
Understand and articulate the activities of the SOA processes shared across the lifecycle. Other areas of discussion include, for the processes listed below, the purpose and objectives; scope; value to the business and the service lifecycle; policies, principles and basic concepts; activities, methods and techniques; triggers, inputs, outputs and interfaces; information management requirements, critical success factors and key performance indicators; challenges and risks within each of the processes.
The processes include:
 - Service Portfolio Management
 - Service Catalog Management
 - Service Level Management
 - Demand Management
 - Supplier Management
 - IT Financial Management
- **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

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



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Prerequisites

- The ITIL Foundation Certificate (or earlier ITIL v2 Foundation Certificate plus Foundation Bridge).
- Two to four years of professional experience within Service Management as well as defined experience in at least one of the SOA processes is highly desirable.

Who Should Attend

- This course is one of the Intermediate Level certification courses and is recommended for individuals who require a deeper understanding of the ITIL v3 SOA capabilities and how they may be implemented to enhance the quality of ITSM within an organization, for example:
 - IT professionals working in roles associated with Service Strategy or Service Design within a service-based business model.
 - Individuals seeking the *ITIL Expert™* level certification in ITSM for which these are prerequisite modules or seeking progress towards the *ITIL Master™* standing in ITSM for which the *ITIL Expert™* certification is a prerequisite.

Student Responsibilities

Students must complete at least 12 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.

Note: These ITIL publications 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 in-class exam, consisting of 8 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).

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 Offerings and Agreements ITIL Intermediate Capability Handbook* will also be provided when published. All materials are distributed on the first day.

Instructors All instructors are fully qualified and accredited by the appropriate examination board.