



Transforming The Way People Learn

ITIL® Service Offerings & Agreements (GK-SOA) 2011 Edition



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT Service Management in the world. ITIL® is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

This course will help organisations to improve the quality of their IT Service Management. Delegates taking this course will improve role-based capability and competency by increasing their understanding of terminology, processes, roles & functions and activities in the ITIL® Service Lifecycle.

It also provides a structured guide to ensuring an organisation can develop and implement complete and fully integrated, Best Practice processes and the opportunity to sit the ITIL® Capability examination in Service Offerings & Agreements.

The ITIL® Intermediate Qualification in Service Offerings & Agreements Certificate is a freestanding qualification, but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate.

Course Content

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- Overview of Service Offerings & Agreements processes and basic principles
- Value to the Business of Service Offerings & Agreements
- Service Offerings & Agreements processes and the use of Business Cases
- Service Offerings & Agreements and ROI
- Processes across the Service Lifecycle pertaining to Service Offerings & Agreements
- Service Offerings & Agreements roles and responsibilities
- Technology and Implementation considerations
- Challenges, KPIs and Risks associated with the creation and management of Service Offerings and the Agreements required to support them

Duration

This is an intensive five day course which includes the ITIL® Service Offerings & Agreements examination which takes place on the final day.

Pre-Requisites

Candidates must already hold one of the following:

- ITIL® Foundation certificate in IT Service Management
- ITIL® V2 Foundation plus the Foundation Bridge Certificate
- ITIL® Expert certificate in IT Service Management (achieved via Service manager or Practitioner bridging routes)

It is recommended that individuals can demonstrate familiarity with IT terminology and understand the context of Service Offerings and Agreements management within their own business environment.

Accreditation

- Multiple-choice
- 90 minute duration
- 8 scenario-based, gradient scored questions
- 70% required to pass
- Closed-book
- This course provides 4 credits towards the ITIL® Expert Qualification in IT Service Management.



Target Audience

- Individuals who require a deep understanding of the ITIL® Certificate in the Service Offering and Agreements processes, and how it may be used to enhance the quality of IT Support within an organisation
- IT professionals that are working within an organisation that has adopted and adapted ITIL®, and who need to be informed about, and thereafter contribute to, an ongoing service improvement programme
- Operational staff involved in Strategy Management for IT Services, Service Portfolio Management, Service Level Management, Service Catalogue Management, Demand management, Supplier Management, Financial Management for IT services, and Business Relationship Management and wish to enhance their role-based capabilities

Scheduled Dates and Prices

See our latest public schedule for dates, venues and prices. Visit us at www.ilxgroup.com

Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **+44 (0)1270 611600** or email training@ilxgroup.com for further assistance.

For further information contact:

UK: Tel +44 (0)1270 611600 email training@ilxgroup.com
Australia: Tel +61 (0)2 9006 1222 email enquiries@ilxgroup.com.au
New Zealand: Tel +64 (0)9 363 9777 email enquiries@ilxgroup.co.nz
Netherlands: Tel +31 (0)70-3538227 email nederland@ilxgroup.com

South Africa: Tel +27(0)11 486 9349 email rsa@ilxgroup.com
Scandinavia: Tel +45 33377288 email danmark@ilxgroup.com
USA: Tel +1 (586) 203 8263 email sales.us@ilxgroup.com
UAE: Tel +971 4 313 2020 email uae@ilxgroup.com

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