



ITIL® Service Offerings and Agreements

Duration: 5 days (including exam)

Content

This course will enable participants to:

- Understand the importance of Service Management as a Practice
- Appreciate how all processes in Service Offerings and Agreement interact with other Service Lifecycle Processes
- Identify the processes, activities, methods and functions used in each of the Service Offerings and Agreement processes
- Understand how to use the Service Offerings and Agreement processes, activities and functions to achieve operational excellence
- Explain how to measure Service Offerings and Agreement
- Understand the technology and implementation considerations surrounding Service Offerings and Agreement and the associated Challenges and Risks

The ITIL® Intermediate Certificate in Service Offerings and Agreements forms part of the Capability series of Intermediate certification modules, which can be taken as stand-alone qualifications or with a view to amassing sufficient credits to gain the ITIL® Service Management Expert qualification. It will give candidates a deep level of understanding of the Service Offerings and Agreement processes across the Service Lifecycle.

This course will enable delegates with a Foundation-level knowledge of IT Service Management to apply good practice across the Service Lifecycle in processes pertaining to Service Offerings and Agreement. The course is interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussion. On completion of the course and the required personal study, delegates will be able to sit the ITIL® Intermediate examination in Service Offerings and Agreement worth 4 credits.

Topics covered in the course include:

1. Service Offerings and Agreement in the Context of the Service Lifecycle:
 - Service Management as a Practice
 - What is Service?
 - Service Management and Business Value
 - Processes in the Service Lifecycle
2. Service Portfolio Management:
 - Relationship with Service Catalogue and Service Pipeline
 - Business and IT Services
 - Methods
3. Service Catalogue Management:
 - Purpose, Goal, Objectives, Scope and Interfaces
 - Business and Technical Service Catalogue
 - Key Metrics
 - Relationship to Other Lifecycle Processes
4. Service Level Management:
 - Purpose, Goal, Objectives, Scope and Interfaces
 - Key Concepts and Activities
 - Key Metrics and Deliverables
 - Roles and Responsibilities
 - SLAs, OLAs and Review
5. Demand Management:
 - Purpose, Goal, Objectives, Scope and Interfaces
 - Key Concepts and Activities
6. Supplier Management:
 - Purpose, Goal, Objectives and Scope
 - Key Concepts and Activities
 - Key Metrics
 - Roles and Responsibilities
 - Supplier Categorisation
7. Financial Management:
 - Purpose, Goal,
 - Objectives and Scope
 - Key Concepts and Activities
 - Business Case, ROI and Chargeback
 - Key Metrics
8. The Role of Business Relationship Managers
9. Service Offerings and Agreement Roles and Responsibilities
10. Technology and Implementation Considerations:
 - Technology and Tooling
 - Good Practice
 - Challenges, CSFs and Risks
11. Common Service Activities
12. Continual Service Improvement



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Target participants

This course is aimed at individuals who have attained the ITIL® Foundation certificate in Service Management and who wish to advance to higher level ITIL® certifications. It will give delegates a deep understanding of Service Offerings and Agreement processes and how they may be used to enhance the quality of IT service support.

Individuals who may find this course of interest include IT professionals that are working within an organization that has adopted and adapted ITIL® and who need to be informed about and contribute to an ongoing service improvement programme, as well as operational staff involved in Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, Financial Management and Business Relationship Management, and who wish to enhance their role-based capabilities.

Before attending this course

Our examination provider, ISEB, requires that you bring with you to the course your ITIL® Foundation certificate number. It is imperative that you do so, as you will not be eligible to take the exam at the end of the course if you do not produce your certificate number. If you took your ITIL® Foundation exam with ISEB and cannot locate your certificate or number, you can call them on 01793 417419 to obtain your number. If you took your ITIL® Foundation exam with another examination body (e.g. EXIN), then please scan and email the certificate to your training booker.

Pre-work

Delegates are required to undertake preliminary study using FGI's electronic pre-course documents.

From our experience, delegates who complete all of the pre-course reading are statistically more likely to be successful in the examination and are able to interact more effectively with the course trainer. We recommend you spend approximately 12 hours completing this.

Further self-study is also expected during the evenings of each day of the course.

ITIL® is a registered trade mark of the Cabinet Office

Course Cost - £1299.00

Further details

For further information (including dates and various UK locations) and how to register please call **01895 256 484** or email

info@unicom.co.uk .