



## ITIL Capability - Service Offerings & Agreements SOA Course

Duration: 4 Days

Language: English

Course Delivery: Classroom

### Course Overview

The ITIL® Intermediate Qualification: Service Offerings and Agreements (SOA) Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Capability stream. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL Service Lifecycle Core publications. The ITIL Certificate in Service Offerings and Agreements (SOA) is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle.

### Course Objectives

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL Intermediate Service Offerings & Agreements certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

### Exam

This course prepares candidates for the ITILSOA (Service Offerings & Agreements) exam from PEOPLECERT. The exam consists of Eight (8) multiple choice, scenario-based, gradient scored questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. The exam duration is 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary). The passing score is 28/40 or 70%.

### Prerequisites

- ITIL Foundation Certification
- It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification.

### Audience

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Service Offerings & Agreements cluster of processes and functions

## Course Outline

### Service Catalog Management

- The concept of Service Management as a practice
- The concept of Service, its value proposition and composition
- The functions and process across the Lifecycle
- The role of Processes in the Service Lifecycle
- How Service Management creates business value
- How the processes within the Service Offerings and Agreement curriculum supports the Service Lifecycle
- The Service Portfolio and illustrate its relationship with the Service Catalogue and Service Pipeline
- How a Service Portfolio describes a provider's service and how it relates the business service with the IT service.
- The Service Portfolio Management methods

#### Exercises:

- SOA 1 - Service Portfolio Management (40 Minutes)
- The purpose, goal and objectives of the process
- The scope of the process
- The interface to the Service Portfolio
- The difference between a Business and a Technical Service Catalogue
- The importance of the Service Catalogue to the Service Lifecycle and the business
- Its policies, principles and basic concepts
- The use of key metrics, challenges, critical success factors and risks associated with the process
- The process including the utilization of the Service Catalogue by other processes and functions
- Produce a Service Catalogue

#### Exercises:

- SOA 2 - Service Catalog Management (40 Minutes)

### Service Level Management & Demand Management

- The purpose, goal and objectives of the SLM
- The scope of the SLM
- The importance of the process to the Service Lifecycle and how its generate business value
- The principles and basic concepts
- The deliverables from the process
- Monitoring of service performance against SLAs
- The use of key metrics, challenges, critical success factors and risks associated with the process
- The contents of SLAs, OLAs and review meetings
- The interfaces to other processes and functions

#### Exercises:

- SOA 3 - Service Level Management 1(40 Minutes)
- SOA 4 - Service Level Management 2 (45 Minutes)
- The basic concepts of the process
- Activity based Demand Management and business activity patterns
- The interfaces to Service Portfolio



- Managing demand for Service

Exercises:

- SOA 5 - Demand Management Management (35 Minutes)

### **Supplier Management & Financial Management**

- The scope of the process
- The importance of the process to the Service Lifecycle and how they generate business value
- The principles and basic concepts
- The use of Supplier Categorization and maintenance of the Supplier Database
- The use of key metrics, challenges, critical success factors and risks associated with the process SD
- The inputs and outputs of the process

Exercises:

- SOA 6 - Supplier Management Management (30 Minutes)
- The purpose, goal and objectives of the process
- The scope of the process
- The concepts of Service Valuation
- The importance of the process to the Service Lifecycle and how they generate business value
- The various aspects of the process and the basic concepts - funding, accounting and chargeback
- Return on Investment and the business case
- Design and Implement a Financial Management process

Exercises:

- SOA 7 - Financial Management 1 (45 Minutes)
- SOA 8 - Financial Management 2 (60 Minutes)

Business Relationship Manager

The role of Business Relationship Managers

### **Service Offerings and Agreement Roles and Responsibilities**

- key roles and responsibilities of the Service Catalogue Manager
- key roles and responsibilities of the Service Level Manager
- key roles and responsibilities pertaining to the Supplier Manager

Exercises:

- SOA 9 - Roles and Responsibilities (20 Minutes)