

2016



International Projects and Services Company Ltd.

ITIL® 2011 SOA Course Factsheet

GLOBAL MANAGEMENT EDUCATION SOLUTIONS
(GLOBAL-MES)

ITIL Service Offerings and Agreements (SOA) (Intermediate Capability)

The ITIL Intermediate Qualification: Service Offerings and Agreements (SOA) 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 Certificate in IT Service Management.

The ITIL Certificate in Service Offerings and Agreements is intended to enable the holders of the certificate to apply SOA practices service management lifecycle and specifically in the following key ITIL process, role and function areas:

- Service portfolio management
- Service catalogue management
- Service level management
- Demand management
- Supplier management
- Financial management for IT services
- Business relationship management

Course and Learning Objectives

You can expect to gain competencies in the following areas upon successful completion of the education and examination components related to this certification:

- 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 provides documentation for services and prospective services in business terms
 - 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 strategy to be implemented
 - 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's requirements are correctly identified
- SOA roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks

Course Approach

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 and Agreements certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The IPSC integrated 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.

Course Student Material

Students will receive an ITIL 2011 Service Offerings and Agreements classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Certificate

ITIL® 2011 Service Offerings and Agreements

Duration

5 days

Course Delivery

Classroom, Virtual Classroom or Self-paced E-learning

Languages

English, Spanish, Arabic

About the Examination

Multiple choice, scenario-based, gradient scored questions

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Delivery: Online or paper based

Exam Duration: 90 minutes

Open/Closed Book: Closed Book

Prerequisites and Eligibility for Examination

To be eligible for the examination leading to the ITIL Service Offerings and Agreements Certificate, you must fulfil the following requirements:

- Undertake at least 30 contact hours with an Accredited Training Organisation (ATO) or an accredited e-learning solution
- Hold the ITIL Foundation Certificate in IT Service Management

Credits

Upon successfully achieving the ITIL 2011 Service Offerings and Agreements certificate, students will earn 4 credits in the ITIL® 2011 qualification scheme.

Project Management Institute –Professional Development Units (PDUs) = 35

Target Audience

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