

ITIL® 2011 Edition Courses

ITIL® 2011 Edition Service Offerings & Agreements (SOA)

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What You'll Learn

- Aligning ITSM with business needs
- Key concepts of the processes involved
- SOA context within the Lifecycle
- How SOA is supported by:
 - Service Portfolio
 - Service Catalog
 - Service Level Management
 - Supplier Management
 - Demand Management
 - Financial Management for IT services
 - Business Relationship Management

Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Service Offerings & Agreements (SOA) Intermediate exam.

Audience

Those individuals or groups who are involved or require a deeper understanding of: SOA; supplying quality IT services; the processes involved, and their improvements

Prerequisite

ITIL® 2011 Edition (V3) Foundation Certification; Basic IT competence with up to 2 years of experience; 21 self-study hours of the Service Offerings & Agreements (SOA) Syllabus and its Core Book references



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ITIL® 2011 Edition Courses

ITIL® 2011 Edition Service Offerings & Agreements (SOA)

The Service Offerings & Agreements (SOA) course provides the intermediate concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition Framework.

ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

Introduction to Service Offerings & Agreements (SOA)

- Refresh of ITIL® 2011 Edition
- Review of Service Improvement
- Purpose/Objectives of SOA
- Context of SOA
- Strategy and SOA
- Service Design and SOA
- SOA & Customer Requirements
- Return on Investment
- **Service Portfolio Management**
- **Service Catalog Management**
- **Service Level Management**
- **Demand Management**
- **Supplier Management**
- **Financial Management for IT services**
- **Business Relationship Management**

Each Process will discuss the following:

- Purpose/Objectives
- Scope
- Value to Business
- Policies/Principles & Basic Concepts
- Process Activities
- Methods & Techniques
- Information Management
- CSFs/KPIs
- Challenges & Risks
- Inputs/Outputs

Additionally discussed:

- Designing the Service Portfolio
- Producing A Service Catalog
- SLAs & OLAs

SOA Roles & Responsibilities

- Service Portfolio Mgmt
- Service Catalog Mgmt
- Service Level Mgmt
- Demand Mgmt
- Supplier Mgmt
- Financial Mgmt for IT services
- Business Relationship Mgmt

Technology & Implementation Considerations

- Technology for Service Design
- Evaluation Criteria
- Good Practices
- CSFs/KPIs
- Plan & Implement Technologies

Challenges, CSFs & Risks

- Challenges
- CSFs/KPIs
- Risks

Summation & Review

*Mgmt = Management