ITIL® SERVICE OFFERINGS & AGREEMENTS (SOA) eLEARNING CERTIFICATION COURSE

A Collection of Relevant Practices From the Core Guidance

Cost: $675 per student (includes exam voucher)

The ITIL Service Offerings & Agreements (SOA) course focuses on the practical application of SOA practices in order to enable service portfolio, service catalogue, service level, demand, supplier and business relationship management and financial management for IT services.

Delivery	e-Learning	Mock Exam:	Included in Course (x2)
Certificate:	Examination (included)	Duration:	30 hours, self-paced
Accredited By:	PeopleCert	Language:	English

Course Overview

The ITIL Service Offerings and Agreements qualification is one of four ITIL Service Capability Courses and will provide you with guidance that focusses on the practical application of SOA practices in order to enable service portfolio, service catalogue, service level, demand, supplier and business relationship management and financial management for IT services.

This is an accredited, interactive e-Learning course for students who wish to become certified in ITIL SOA.

Who Should Take This Course?

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Service Offerings and Agreements at management level. It will also benefit operational staff involved in Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, Financial Management and Business Relationship Management who wish to enhance their role-based capabilities.

Examination

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL Service Offerings & Agreements (SOA) Certificate in IT Service Management.