ITIL® Intermediate Service Offerings and Agreements

Certificate: ITIL® Service Offerings and Agreements Capability
Duration: 5 days
Delivery: Classroom, Virtual Classroom
Accreditor: PEOPLECERT
Credits: 4 Credits to ITIL Expert
PMI® PDUs: 38

Course Description:

This 5-day course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Service Offerings and Agreements of services. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience:

- Individuals who have their ITIL Foundation Certificate who want to purse the intermediate and advanced level ITIL certifications
- IT professionals involved in IT Service Management implementation and improvement programs
- IT Management
- IT Finance Manager
- Business Continuity Manager
- Service Portfolio Manager
- An other IT Managers

Learning Objectives: At the end of this course, you will be able to:

- Understanding Service Management as a Practice and how the processes within Service Offerings and Agreements support the Service Lifecycle
- Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods, and functions used in each of the Service Offerings and Agreements processes
- The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence
- How to measure Service Offerings and Agreements performance
- The importance of IT Security and how it supports Service Offerings and Agreements
- Understanding technology and implementation requirements in support of Service Offerings and Agreements
- The challenges, critical success factors and risks related with Service Offerings and Agreements

Prerequisites:

- ITIL Foundation Certification

In addition, it recommended that participants attending this course are familiar with IT terminology and understand the context of Release, Control and Validation management in their own business

environment. It is also strongly recommended that participants read the ITIL Service Lifecycle core publications in advance of attending training for the certification..

Course Student Material: Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:
- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

About the Examination:
- Multiple choice: 4 answers worth 5, 3, 1, 0 marks.
- 8 scenario based questions
- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book

Course Agenda:

Day1	Day2	Day3	Day4	Day5
1. Introduction	3. Service Level Management	5. Demand Management	7. Financial Management	10. Technology and Implementation Considerations
2. Service Portfolio Management		6. Supplier Management		11.Exam Preparation / Mock Exam
Lunch	Lunch	Lunch	Lunch	Lunch
2. Service Portfolio Management	4. Service Level Management	6. Supplier Management	8. Business Relationship Management	Exam
3. Service Catalogue Management		7. Financial Management	9. Roles and Responsibilities 10. Technology and Implementation Considerations	
Homework (review of the day's material)	Homework (review of the day's material)	Homework (review of the day's material)	Homework (review of the day's material)	

Syllabus:
http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx

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