



ITIL® 2011 Intermediate Certificate: Service Offerings & Agreements (SOA)

Interactive teaching.
Imaginative course presentation.
Impressive results.

What Will the Course Give Me?

SED-IT's 5-day Service Offerings & Agreements (SOA) course provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within an Service Management environment and require a deeper understanding of the concepts, processes and activities involved in the strategy, definition and documentation of services. The SOA concepts are shown how they may be used to enhance overall service quality, service provision and contribute to their organization's ongoing service improvement program.

What You Will Learn

The main focus of this course is on the process activities and supporting methods and approaches to executing the SOA processes in a practical, hands-on learning environment. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

- **The Service Lifecycle and Service Management as a practice:** Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate "service" and be able to explain the concept of Service Management as a practice
 - **Basic Service Offerings & Agreement Principles:** Understand the common principles and guidelines grounded in the Service Strategy and Design phases (e.g., a business case and ROI requirements) that will influence the performance of the SOA processes
 - **Service Offerings & Agreement Processes:** Understand and articulate the activities of the SOA processes as well as the activities shared across the lifecycle. Other areas of discussion include information management requirements, challenges, critical success factors and risks within each of the processes. The processes include:
 - Service Portfolio Management
 - Service Catalog Management
 - Service Level Management
 - Demand Management
 - Supplier Management
 - Financial Management
 - Business Relationship Management
- Note: in-depth discussions around the managerial/supervisory aspects of each process is found in the **Service Strategy** or **Service Design** courses*
- **Explore Technology and Implementation Consideration:** Understand the role of technology to the SOA processes and explore concepts that have great impact on their implementation

Who Should Attend?

The target audience for this course includes IT Professionals, Business Managers, and Business Process Owners.

Why You Should Attend This Course

This course immerses learners in the practical aspects of the ITIL 2011 Service Lifecycle and the processes utilized within Service Offerings and Agreements. This training is intended to enable the holders of the certificate to apply the strategic practices necessary for the definition and agreement to business-defined services within the Service Management Lifecycle. This course not only explores the SOA processes but also their role in support other ITSM processes.

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Why SED-IT?

SED-IT only uses fully qualified and accredited instructors who also have in-depth practical experience in assisting organizations in their specific “adopt/adapt” initiatives in Service Management. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful Service Management project and environment. SED-IT is a globally accredited organization, via EXIN and PEOPLECERT to provide ITIL education. SED-IT is also fully accredited (as well as the subject matter expert behind its redevelopment) to deliver EXIN’s ISO/IEC 20000 educational program (Foundation, Specialist, Auditor, Expert and Master courses).

Duration & Logistics

This course is five (5) full days and includes the 90-minute, 8 multiple choice question, scenario-based, gradient scored (total 40 marks) certification exam completed at the end of the last day. The exam is delivered online with printed scenarios and scores are immediately available upon submission of the exam. To pass, you must achieve 70% or greater (28/40 correct) to receive the certification. The course is held in Louisville, KY but we are more than happy to conduct closed courses on customer’s sites; call for details.

Successful completion of this course and exam provides 4 points of the necessary 15 ‘electives’ to achieve the ITIL Expert certification (2 points for Foundation and 5 points for Managing Across the Lifecycle are mandatory).

Prerequisites

The candidate must hold (documentary evidence required) one of the following:

- ITIL Foundation Certificate (2007 or 2011 version)
- v2 ITIL Foundation Certificate and the v2-v3 Foundation Bridge Certificate

The candidate should also have some experience working within a Service Management capacity (2-4 years) as well as defined experience in at least one of the SOA processes. It is also strongly recommended that the candidate read the ITIL Service Lifecycle core publications, specifically the *Service Strategy* and *Service Design* volumes, prior to attending (recommended 12 hours of personal study).

Student Materials, Responsibilities & Price

Each candidate will receive a full color course materials - lecture notes, in-course exercises and answers, homework and practice exams. All materials are distributed on the first day of class.

To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 90 minutes of study per evening. Candidates are expected to fully participate in all course activities.

Course price: \$2,995 (includes all materials and the exam)

Next Steps

Speak with us at **502-456-4322**, send an e-mail with your requirements to **info@practical-itsm.com** or visit the course page at **www.practical-itsm.com/intermediate_soa**.