

## ITIL® v3 Intermediate Qualification: Service Offerings and Agreements - 5 Days

### *Course 998 Overview*

- You Will Learn How To**
- Prepare for and take the ITIL Intermediate Qualification: Service Offerings and Agreements Exam
  - Outline key activities for the Service Offerings and Agreements processes in the context of the Service Lifecycle
  - Achieve operational excellence by using the Service Offerings and Agreements processes, activities and functions
  - Measure the success of Service Offerings and Agreements by applying key metrics
- Course Benefits** By implementing ITIL Service Offerings and Agreements best practices, IT departments can ensure high levels of customer satisfaction by integrating demand and supplier management with the service portfolio and service catalog. In this course, you learn how to plan, implement and optimise the Service Offerings and Agreements processes and gain the skills required to take the ITIL Intermediate Qualification: Service Offerings and Agreements Certification Exam.
- Who Should Attend** This course is valuable for those who want to achieve ITIL Intermediate Qualification: Service Offerings and Agreements certification. The ITIL v3 Foundation Certificate (or v2-v3 bridge equivalent) is required to take the ITIL Certification Exam on the final day.
- Workshop Course** In this course, you gain knowledge of the Service Offerings and Agreements processes. Workshops include:
- Documenting current and prospective services
  - Producing a Service Catalog from a business and technical viewpoint
  - Identifying patterns of activity through demand management
  - Applying Continual Service Improvement

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Course 998 Outline

### Introduction and Overview

- Service Management as a practice
- Role of processes in Service Management
- How Service Management creates business value

### Service Portfolio and Service Catalog Management

#### Principles of Service Portfolio Management (SPM)

- Thinking strategically : SWOT
- Achieving customer focus
- Pricing and chargeback models
- Allocating resources
- Relationship between Service Catalog and service pipeline
- Linking business and IT services

#### Integrating the Service Catalog into the Service Portfolio

- Purpose, goals and objectives
- Technical and business Service Catalogs
- Detailing operational services
- Using key metrics and critical success factors
- Producing a Service Catalog

### Service Level Management (SLM)

#### Service Management goals

- The significance of SLM to the Service Lifecycle
- How Service Level management creates business value
- Analysing and explaining the scope of the process

#### The Service Management process

- Principles and basic concepts of SLM
- Negotiating Service Level Agreements (SLAs)
- Deliverables, roles and responsibilities
- SLAs, OLAs and review meetings
- Planning for Service Improvement Projects (SIPs)
- Monitoring service performance against SLAs

### Demand and Supplier Management

#### Demand Management

- Activity-based Demand Management and business activity patterns
- Managing capacity to maximise value
- Identifying patterns of business activity

- Connecting demand management to the service portfolio

### Supplier Management

- Analysing the use of the Supplier Management process
- Process scope and objectives
- Supplier Categorisation and maintenance of the Supplier Database (SD)
- Ensuring supplier performance
- Contract administration
- Contract management

### Financial Management

#### How Financial Management contributes to the Service Lifecycle Operation

- Managing financial considerations
- The scope, purpose and goals of the process
- Basic concepts: funding, accounting and chargeback

### Principles of Service Economics

- Budgeting, accounting and charging
- Service valuation
- Building a business case
- Enabling service demand modeling and management
- Generating and disseminating information
- Dealing with complex chargeback issues

### Roles and Responsibilities

- Business Relationship Management: the role of business relationship managers
- Service Catalog Management
- Service Level Management
- Supplier Manager

### Technology and Implementation Considerations

- Technology implementation as part of implementing service management
- Special technology functions related to Service Offerings and Agreements
- Generic requirements and evaluation criteria
- Good practices for implementation
- Challenges, critical success factors and risks