



# **ITIL® Intermediate Workshop: Service Offerings & Agreement (SOA)**

Course Outline



## Program Overview

This official ITIL Intermediate certification course enables you to master the key ITIL processes needed to develop service offerings and agreements appropriate to an organization.

It includes a mix of instructor-led training and hands-on exercises to help participants learn about the practical application of the ITIL concepts, organizational structures, roles, functions and process activities related to the following processes:

- Strategy Management for IT Services
- Business Relationship Management
- Financial Management
- Demand Management
- Service Portfolio Management
- Service Catalog Management
- Service Level Management
- Supplier Management

## Duration

4- Day Program

## Learning Objectives

At the end of this training, participants should be able to understand:

- Prepare for and take the ITIL Service Offerings and Agreements (SOA) Exam
- Outline key activities for the SOA processes
- Achieve operational excellence using the SOA activities and functions
- Measure the success of SOA by evaluating challenges, critical success factors and risks

## Target Audience

- Business Relationship Managers
- Service Portfolio Managers
- Service Catalogue Managers
- Service Level Managers
- Supplier Managers/Senior IT Managers / Directors
- IT / business managers
- IT / business process owners
- IT practitioners

## Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

### **Introduction and Overview**

- The context in the service lifecycle of the SOA processes
- Strategy management for IT services
- Design coordination

### **Service Portfolio and Service Catalog Management**

- Principles of service portfolio management
  - Relationship to the service catalog and service pipeline
  - Thinking strategically
  - Achieving customer focus
  - Designing the service portfolio
  - Allocating resources
  - Linking business and IT services
- Integrating the service catalog
  - Purpose, goals and objectives
  - Technical and business service catalogs
  - Achieving customer focus
  - Designing the service portfolio
  - Allocating resources
  - Linking business and IT services

### **Service Level Management (SLM)**

- Service level management goals
  - The significance of SLM to the service lifecycle
  - How SLM creates business value
  - Analyzing and explaining the scope of the process
  - Policies, principles and basic concepts of SLM
- The service level management process
  - Negotiating Service Level Agreements (SLAs)
  - Deliverables, roles and responsibilities
  - SLAs, OLAs and review meetings
  - Service improvement plans
  - Monitoring service performance against SLAs

## **Demand and Supplier Management**

- Demand Management
  - Activity-based demand management and business activity patterns
  - Managing capacity to maximize value
  - Identifying patterns of business activity
  - Connecting demand management to the service portfolio
- Supplier Management
  - Analyzing the use of the supplier management process
  - Process, scope and objectives
  - Evaluating new suppliers
  - Supplier categorization and maintenance of the supplier and contract database
  - Ensuring supplier performance
  - Contract management and administration

## **Financial Management for IT Services**

- How financial management contributes to the service lifecycle
  - Managing financial considerations
  - The scope, purpose and goals of the process
  - Basic concepts: funding, accounting and charging
- Principles of financial management
  - Value to the business
  - Building a business case
  - Applying information management
  - Generating and disseminating information
  - Dealing with challenges and risks

## **Business Relationship Management (BRM)**

- The purpose, objectives and scope of BRM
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Critical success factors and key performance indicators

## **Roles and Responsibilities**

- Service portfolio management
- 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 SOA
- Generic requirements and evaluation criteria
- Good practices for implementation
- Challenges, critical success factors and risks
- Mock Exam

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### We Deliver Results

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### We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

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