Service Offerings & Agreements

ITIL Service Offerings & Agreements

Leading to the ITIL Intermediate Certificate: Service Offerings & Agreements
Duration: 4 Days

Pre-Requisites: Foundation Certificate in IT Service Management

Delivery Methods: Classroom / Self Paced On-line / Instructor Led On-line

Course Overview

This official ITIL capability 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

What You Will Learn

- Value to the business of the SOA processes and their activities
- In-depth review of the key processes needed to support service offerings and agreements, and their associated activities, roles, responsibilities, challenges, risks and critical success factors:
  - o **Strategy Management for IT Services:** The process that establishes strategies for services upon which the other SOA processes depend
  - o **Business Relationship Management:** Ensures the customer's requirements are correctly identified
  - o **Financial Management:** A strategic process that enables IT to generate servicebased costing that, combined with perceived value for the service, results in a real, business-based price

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- o *Demand Management:* Understands demand for services and enables appropriate service strategies
- o *Service Portfolio Management:* Manages the service portfolio which contains information about IT services from concept through implementation and production to retirement
- o *Service Level Management:* Sets up Service Level Agreement (SLAs) and ensures that all SLAs have an underpinning support structure in place
- o *Service Catalog Management:* Provides the single source of information about agreed services and makes sure this information is communicated
- o *Demand Management:* Identifies patterns of business activity to enable the appropriate strategy to be implemented
- o *Supplier Management:* Ensures that suppliers support IT service targets and meet business expectations
- The reliance upon a good business case and a good understanding of ROI
- Technology and implementation considerations for the key processes
- Important considerations for continual improvement of these processes

Take-Aways
- Manage IT service offerings with certainty by focusing on the key ITIL processes needed to identify, define, cost, and manage services
- Manage customer expectations with realistic Service Level Agreements (SLAs)
- Ensure return on investment and service value through effective management of the service portfolio
- Define a service-based costing framework to support accurate pricing and cost recovery
- Define and manage an actionable service catalog
- Integrate external providers as true partners into your service value network
- Established forecasted use of IT Services in support of demand management and resource balancing

Course & Instructor Accreditation
Pink Elephant is globally accredited to provide ITIL education for the certification program. The organization is accredited by the Examination Institute for Information Science (EXIN) and Loyalist Certification Services (LCS).

Your instructor is a highly experienced ITIL-certified member of Pink Elephant's consulting team. Further, he or she is qualified to teach this course as defined by Pink Elephant's internal Certified Trainer Program. You can expect to learn from an individual with the industry's deepest knowledge on how to lead a successful implementation project. This knowledge is a direct result of Pink Elephant's vendor neutrality – as well as many years of experience implementing ITIL processes in a variety of organizations worldwide.

Who Should Attend & Prerequisites
Service Level Managers, IT Supplier Managers, Business Relationship Managers, Financial Managers, and any IT professional involved with the processes described above.

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You must hold the ITIL Foundation Certificate in IT Service Management, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL Foundations course. Your certificate must be presented as documentary evidence to gain admission to this course.

Exam, Certifications & Awards

This course prepares participants for the examination leading to the ITIL Intermediate Certificate: Service Offerings & Agreements. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. To help prepare attendees for the final exam, a sample exam is delivered during the course. A passing mark of 70% is required to receive your certificate:

- 4 ITIL credits
- You will attain 32 professional development units (PDUs) for Project Managers
- You will attain 3.2 Continuing Education Units
- You will attain 38 Continuing Professional Education credits

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