

Tytuł szkolenia: ITIL® Service Offerings and Agreements

Kod szkolenia: HF427S

Wprowadzenie

This course draws together the activities required to determine what services to offer and to make agreements with customers and providers of the services. Areas covered include service portfolio management for IT services, service catalog management, service level management, supplier management, demand management, financial management for IT services and business relationship management. The course prepares attendees for the ITIL Intermediate Qualification: Service Offerings and Agreements (SOA) Certificate, one of the modules that leads to the ITIL Expert Certificate.

Adresaci szkolenia

- IT Professionals, Business managers, Business process owners
- Individuals who require a deep understanding of the Service Offerings and Agreements processes and of how it may be used to enhance the quality of IT service support within an organization
- IT professionals who are working within an organization that has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement program
- Operational staff involved in service portfolio management; service level management; service catalogue management; demand management; supplier management; financial management for IT services and business relationship management who wish to enhance their role-based capabilities
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite

Prerequisites

- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- 2 to 4 years' professional experience working in IT service management is highly desirable Course data sheet
- Have undertaken at least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution), as part of a formal, approved training course/scheme
- Complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas within the ITIL Service Strategy and ITIL Service Design core guidance in preparation for the examination
- Before attending training for the certification it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, in particular, the ITIL Service Strategy and ITIL Service Design publications

Cel szkolenia

- Candidates can expect to gain competencies in the following areas upon successful completion of the education and examination components related to this certification:
- Overview of SOA processes and basic principles
- The value to the business of SOA activities
- How the SOA processes rely on a good business case
- How the SOA processes rely on a good understanding of return on investment (ROI)
- Processes across the service lifecycle pertaining to the service offerings and agreements curriculum: Service portfolio management, Service catalogue management, Service level management, Demand management, Supplier management, Financial management for IT services, Business relationship management
- SOA roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks

Czas i forma szkolenia

- 35 godzin (5 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

Module 1: Introduction to service offerings and agreements (SOA)

- The value to the business of SOA activities
- The lifecycle within the SOA context
- How services deliver value to customers and the business and the relevance to the SOA processes
- How requirements are identified through the SOA processes
- Understanding return on investment (ROI) and the business case

Module 2: Service portfolio management

- Service portfolio management, including concepts, methods, activities, roles and operation as well as its organizational structure and the interfaces with other processes
- Service portfolio management in relationship to the service catalog and service pipeline, and how these support SOA
- Metrics and critical success factors (CSFs) associated with service portfolio management in support of SOA

Module 3: Service catalogue management

- Service catalogue management, including its concepts, activities, roles and operation as well as its organizational structure and the interfaces with other processes
- Service catalogue in relationship to the service portfolio, the business catalogue, the technical service catalogue and how these components are used to ensure service quality within SOA
- Metrics and CSFs associated with service catalogue management in support of SOA

Module 4: Service level management

- Service level management (SLM), including its concepts, activities, roles and operation as well as its organizational structure and any interfaces with other processes
- SLM components and activities, including service level agreements (SLAs) structures, service level requirements (SLRs), operational level agreements (OLAs), CSFs, underpinning contracts (UCs), their metrics, performance and monitoring
- How these components are used to ensure service quality within SOA

Module 5: Demand management

- Demand management process, including its concepts, activities, roles and operation as well as its organizational structure and any interfaces with other processes
- Demand for services especially in relation to patterns of business activity and how it is used within SOA
- Service portfolio interaction with demand management and how demand can be managed for service in relation to providing business benefits and in support of SOA

- Metrics and CSFs associated with demand management in support of SOA

Module 6: Supplier management

- Supplier management process inclusive of its concepts, activities, roles and operation including its organizational structure as well as any interfaces with other processes
- Supplier management components and activities (for example supplier categorization, supplier evaluation, supplier and contract database, metrics and CSFs) and how these are used to ensure service quality within SOA

Module 7: Financial Management for IT services

- Financial management for IT services, including its concepts, activities, roles and operation as well as its organizational structure and any interfaces with other processes
- Financial management for IT services components and activities, including budgeting, accounting and charging and how these are used to ensure service quality within SOA
- Metrics and CSFs associated with financial management for IT services in support of SOA

Module 8: Business relationship management

- Business relationship management, including its concepts, activities, roles and operation as well as its organizational structure and any interfaces with other processes
- Metrics and CSFs associated with business relationship management in support of SOA

Module 9: SOA roles and responsibilities

- The roles and responsibilities related to all of the SOA processes

Module 10: Technology and implementation considerations

- Service management tools and where/how they would be used within SOA for process implementation
- The tools that support SOA
- What best practices should be used in order to alleviate challenges and risks when implementing Service Management technologies and designing technology architectures