

ITIL V3 Intermediate In Service Offerings And Agreements

ITIL V3

The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT service management in the world. ITIL® is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Course Objective

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the Service Offerings and Agreements curriculum:
- Service Portfolio Management which provides documentation for services and prospective services in business terms
- Service Catalogue Management which is concerned with the production and documentation of the Service Catalogue from a business and a technical viewpoint
- Service Level Management which sets up a Service Level Agreement (SLA) structure and ensures that all SLAs have an underpinning support structure in place
- Demand Management which identifies Patterns of Business Activity to enable the appropriate strategy to be implemented
- Supplier Management which ensures all partners and suppliers are managed in the appropriate way and includes contract management
- Financial Management which includes ensuring understanding of the service value and the management of all financial considerations
- Business Relationship Managers who have responsibility to represent customers and ensure the Service Catalogue and Portfolio have the right needs
- Operational activities of processes covered in other Lifecycle phases such as Incident and Change Management
- Organizing for Service Operation which describe functions to be performed within Service Offerings and Agreements
- Service Offerings and Agreements roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks
- CSI as a consequence of effective Service Offerings and Agreements

Pre-requisites

Delegates must already hold the ITIL® V3 Foundation or V2 Foundation plus the Foundation Bridge Certificate.

It is expected that individuals demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment.

Who should take this course

The course covers the management-level concepts of Continual Service Improvement and core information of the supporting activities within Continual Service Improvement, but not the detail of each of the supporting processes.

The main target candidate for the ITIL Intermediate Qualification: Continual Service Improvement Certificate includes, but is not restricted to:

- IT Professionals
- Business Managers
- Business Process Owners

Certificate Of Attendance

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance

Training Methodology & Materials

- This is an intensive four-day course which includes the ITIL® V3 Service Operation examination which takes place on the final day.

Training Duration

Full-Time : 4 days
Time : 9.30am-5.30pm

Course + Exam Training Fee

Course Fee(including exam) : S\$2899

DETAILED COURSE OUTLINE

Upon successful completion of this course delegates will be able to demonstrate competencies in the following:

Learning Unit SOA01: Introduction to Service Offerings and Agreements

Bloom's Level 2 Objectives – Full understanding of Service Offerings and Agreements (SOA) terms and core concepts

- Service Management as a practice
- How it delivers value to customers and the business
- The underpinning processes and functions that support the Service Lifecycle
- Which stages of the Service Lifecycle contribute to Service Offerings and Agreements and how they all interact

Learning Unit SOA02: Service Portfolio Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Service Portfolio Management inclusive of its design strategy, components, methods, activities, roles and operation including its organizational structure and the interfaces with other processes
- Service Portfolio Management in relationship to the Service Catalogue and Service Pipeline and how these support SOA
- The benefits and business value from Service Portfolio Management

Learning Unit SOA03: Service Catalogue Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Service Catalogue Management inclusive of its design strategy, components, activities, roles and operation including 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 quality service within SOA
- Metrics and Critical Success Factors (CSFs) associated with Service Catalogue Management in support of SOA

Learning Unit SOA04: Service Level Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Service Level Management (SLM) inclusive of design strategy, components, activities, roles and operation including its organizational structure as well as any interfaces with other processes
- SLM components and activities including Service Level Agreements (SLAs) structures, Service Level Requirements (SLRs), Operational Level Agreements (OLAs), Critical Success Factors (CSFs), Underpinning Contracts (UCs) their metrics, performance and monitoring
- How these components are used to ensure quality service within SOA
- The benefits and business value of SLM

Learning Unit SOA05: Demand Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Demand Management process inclusive of design strategy, components, activities, roles and operation including its organizational structure as well as any interfaces with other processes
- Demand especially as it relates to business activity patterns 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

Learning Unit SOA06: Supplier Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Supplier Management process inclusive of design strategy, components, activities, roles and operation including its organizational structure as well as any interfaces with other processes
- Supplier Management components and activities (e.g. Supplier Categorization, Supplier Evaluation, Supplier and Contract Database, metrics, etc.) and how these are used to ensure quality service within SOA
- The benefits and business value that can be gained from Supplier Management as related to SOA

Learning Unit SOA07: Financial Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Financial Management inclusive of design strategy, components, activities, roles and operation including its organizational structure as well as any interfaces with other processes
- Financial Management components and activities including funding, accounting, chargeback, Return on Investment and how these are used to ensure quality service within SOA
- The benefits and business value that can be gained from Financial Management

Learning Unit SOA08: Business Relationship Manager

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The Business Relationship Manager roles and responsibilities, and how they support SOA
- Business Relationship Manager activities and how these are used to ensure quality service within SOA

Learning Unit SOA09: Service Offerings and Agreement Roles and Responsibilities

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The roles and responsibilities related to Service Catalogue Manager, Service Level Manager and the Supplier Manager and how they fit within the Service Design organization to support SOA

Learning Unit SOA10: Technology and Implementation Considerations

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Service Management tools and where/how they would be used within SOA for process implementation
- The tools that support SOA
- Challenges and Risks when implementing SOA practices and processes

ITIL Intermediate Certification – Operation Support & Analysis (OSA)

Contact:

6333-4843

IT Enabler Consultancy Pte Ltd

35 Selegie Road #09-06 Parklane Shopping Mall S(188307)

customerservice@ienabler.com.sg

www.ienabler.com.sg

Company Reg. No.: 200211025Z