The Art of Service
Career Driven

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ITIL® Service Offerings and Agreements

Quick Facts:

Certificate: ITIL Service Offerings and Agreements

Duration: 30 Hours

Course Delivery: eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam

Language: English

Credits: 4 Credits (Towards ITIL Expert)

PMI® PDUs: 30

Accredited By: CSME and Loyalist Certification Services

Prerequisites: ITIL Foundation IT Service Management Certificate

About This Course:

This online learning course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with Service Offerings and Agreements. The main focus of this course is on the SOA process activities, supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the AXELOS® Intermediate Service Offerings and Agreements Certificate .

The Service Offerings and Agreements Course covers the following ITIL processes:
- Service Portfolio Management
- Service Catalog Management
- Service Level Management
- Demand Management
- Supplier Management
- Financial Management for IT Services
- Business Relationship Management

Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, and how the processes within Service Offerings and Agreements support the Service Lifecycle
- Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Offerings and Agreements processes
- The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence
- How to measure Service Offerings and Agreements performance
- The importance of IT Security and how it supports Service Offerings and Agreements
- Understanding technology and implementation requirements in support of Service Offerings and Agreements