

Capability Modules

ITIL v3 Intermediate : Service Offerings & Agreements

eLearning course



ADVICE | SKILLS | KNOWLEDGE



Course Description:

This online learning course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery.

The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

This course is designed using an engaging approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Target Group :

The Service Offerings and Agreements Capability course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals and / or operational staff who require a comprehensive practical understanding of the Service offerings and Agreements processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Service Portfolio Management; Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, Financial Management and Business Relationship Management.
- IT professionals involved in IT Service Management implementation and improvement programs. A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

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
- The challenges, critical success factors and risks related with Service Offerings and Agreements

Prerequisites:

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate (Certificate numbers must be provided prior to the start of the course)
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- It is also strongly recommended that candidates:
- Can demonstrate familiarity with IT terminology and understand the context of Release, Control, and Validation management in their own business environment
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
- Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management and Financial Management
- It is recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification.

Delivery:

The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice EXIN examination.

This program is an eLearning Program.

Program Materials

- Access to presentation with trainer audio
- Exercises + Answers (where applicable)
- Mock Exam questions

About the Examination:

- It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the ITIL® v3 Service Operation book in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%

Credits:

Upon successful passing of the ITIL v3 Service Offerings and Agreements Capability exam, the student will be recognized with 4 credits in the ITIL® v3 qualification scheme.



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