

## ITIL<sup>®</sup> Service Offerings and Agreements

### Course Outline



[www.gaqm.org](http://www.gaqm.org)

#### Prerequisites: Must be ITIL Foundation Certified

The ITIL Intermediate Qualification: Service Offerings and Agreements Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service Management as documented in the ITIL Service Offerings and Agreements publication.

The ITIL Service Offerings and Agreements course is one of the four phases of the ITIL Capability cycle of courses. Where the ITIL Lifecycle courses concentrate on the processes themselves, these courses also concentrate on the Management angle of the ITIL Lifecycle. Service Offerings and Agreements looks at how the associated processes support the service lifecycle, and more specifically, how the five phases of the ITIL lifecycle (service strategy, service design, service transition, service operation and continual service improvement) create organisational value.

The ITIL<sup>®</sup> Service Offerings & Agreements (SOA) intermediate certificate is one of the four capability phases that build on the knowledge gained from the ITIL<sup>®</sup> Foundation certificate. This capability phase is for those who wish to gain a deeper level of understanding of the ITIL<sup>®</sup> processes and roles, how they are implemented and interact.

The primary focus for this ITIL<sup>®</sup> Service Offerings & Agreements is to effectively translate the requirements of the business through discussions and negotiation, through:

Understanding the demands of the business and agreeing service levels to suite.

Through Demand Management, understand the peaks and troughs in demand on services (identifying Patterns of Business Activity).

Management of internal and external service providers to ensure business needs are met.

The criticality of ensuring Service Portfolio Management documents all aspects of current, future and retired services.

Compliance Management by ensuring Security, Service Continuity, Risk Management and Service Level Agreements

#### What Modules are covered?

SOA01: Introduction

SOA02: Introduction to SOA

SOA03: Service Portfolio Management

SOA04: Service Catalogue Management

SOA05: Service Level Management

SOA06: Demand Management

SOA07: Supplier Management

SOA08: Financial Management

SOA09: Business Relationship Management

SOA10: Roles and Responsibilities

SOA11: Technology Consideration

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