ITIL® INTERMEDIATE CAPABILITY:

Service Offerings & Agreements

This new 4 Day ITIL® SOA course offers delegates comprehensive and high quality approach to obtaining capabilities to manage the lifecycle of the agreements and the contracts, whilst delivering the services to the customers at the required levels.

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Who is SOA for?

The ITIL ® SOA (Service Offerings & Agreements) course is suitable for all professionals with some responsibility for interacting with the customers, Internal teams and suppliers at various levels. This includes (but not restricted to) Service portfolio/ catalogue managers, Service delivery roles, IT Supplier/Procurement managers, IT Financial managers, Business relationship managers et al.

Benefits

The delegates will be able to use the processes and tools to make quality decisions regarding the direction & provision of services

Learn to apply SOA practices to the service lifecycle and specifically at the touch point areas of customer & supplier relationships

Being in the know on SOA will ensure that the supply chain of the delivery of services meet the requirements of the business.

Delegates will understand the various metrics, roles and responsibilities to manage the agreements (internal & external)to manage the delivery of services better

Delegates can manage the cost and other related aspects to create a better Value for Money, for the customers and the service provider.

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Course Outline

Introduction to service offerings and agreements (SOA)	**Financial Management for IT services**	**Business relationship management**
Service portfolio & Catalogu management	**Supplier management**	**SOA roles and responsibilities**
Service level management	**Demand management**	**Technology and implementation Considerations**

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Prerequisites for the EXAM

- ITIL Foundation Certificate in IT Service Management
- Completion of an Accredited course from an ITIL Accredited Training Provider

4 Credit Points towards the ITIL Expert qualification

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Exam Details

- Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one 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
- Closed Book
- Pass Mark : 70% (28 out of 40)
- Exam duration : 90 minutes

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WHY 4P?

- A Leading Training & Consulting Organization
- Accredited by various principals
- World-wide presence and delivery models
- Unique, but proven, knowledge transfer and validation techniques
- Result oriented approach for individuals and corporates

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Join NOW!

>>Contact: info@4pa.in

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