

ITIL Capability Certificate in Service Offerings and Agreements

Overview

The ITIL Certificate in Service Offerings and Agreement (SOA) Course is one of the four courses that fit into the capability stream for ITIL certification.

Course Benefits

This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this course, in support of the Service Management lifecycle.

The Service Offerings and Agreements Course provides in-depth practical advice and guidance on process structure, roles, functions and activities that will enable role focused capability and competency in relation to:

- Service Portfolio Management
- Service Catalogue Management
- Service Level Management
- Demand Management
- Supplier Management
- Financial Management
- Business Relationship Management

Course Objective

The main focus of the course is covered by the Service Strategy & Service Design volumes of the IT Infrastructure Library (ITIL).

Target Audience:

- Individuals who have attained the ITIL Foundation certificate in Service Management, and who wish to advance to higher level ITIL certifications
- Individuals who require a practical understanding of the Service Offerings and Agreement processes and how they may be used to enhance the quality of IT services within an organization
- Operational staff involved in;
 - ✓ Service Portfolio Management
 - ✓ Service Catalogue Management
 - ✓ Service Level Management
 - ✓ Demand Management
 - ✓ Supplier Management
 - ✓ Financial Management

Examination:

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. 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. The pass mark is 28 marks from 40 (70%).

If taking an exam, delegates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided to PeopleCert. Please note that if proof is not provided within 40 days, candidate's exam results will be null and void and a re-sit would be required.

Prerequisites

Possession of one of the following:

- ITIL v3 or 2011 Foundation
- ITIL v2 Foundation and v2/v3 Foundation Bridge.

On attending the course please ensure you provide documented evidence that you have passed the ITIL Foundation course by either presenting your certificate (or a copy of your certificate) to the course lecturer. If you cannot provide the physical certificate, then as a minimum you must provide the certificate number. Failure to comply to these pre-requisites will result in delegates results being withheld by the PeopleCert.

Delegates are required to complete 21 hours of pre-course study prior to attending this course. Please spend this time re-familiarizing yourself with the foundation level material as you will need this knowledge for the course you will be attending.

Duration

5 days

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