

## ITIL v3 Intermediate Capability Module Service Offerings & Agreements

Days of Training: 5

### Overview

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

### Prerequisites

ITIL v3 Foundation

### Learning Objectives

At the end of this course, you will learn:

- The concept of Service Management as a practice
- The functions & processes across the Lifecycle
- The Service Portfolio and its relationship with the Service Catalogue and Service Pipeline
- The purpose, goal and objectives of Service Catalog Management
- The purpose, goal and objectives of Demand Management
- The purpose, goal and objectives of Supplier Management
- The purpose, goal and objectives of Financial Management
- Technology Implementation considerations

### Lesson 1: Introduction

- Introduction/Housekeeping
- Service Management as a practice
- Service, its value proposition and composition
- Functions and process across the Lifecycle
- Role of Processes in the Service Lifecycle
- How Service Management creates business value
- How the processes within Service Offerings and Agreement support the Service Lifecycle

### Lesson 2: Service Portfolio Management

- The Service Portfolio and its relationship with the Service Catalog and Service Pipeline
- How a Service Portfolio describes a provider's service and how it relates the business service with the IT service.
- Service Portfolio Management methods

### Lesson 3: Service Catalog Management

- Purpose, goal, objectives & scope
- Interface to the Service Portfolio
- Difference between a Business and a Technical Service Catalog
- Importance of the Service Catalog to the Service Lifecycle and the business
- Policies, principles and basic concepts
- Metrics, challenges, Critical Success Factors and risks
- Utilization of the Service Catalog by other processes and functions
- Producing a Service Catalog

### Lesson 4: IT Service Continuity Management

- Purpose, goal, objectives & scope
- Value to business and to the Service Lifecycle
- Principles and basic concepts
- Activities, methods and techniques and how it relates to the Service Lifecycle. (including SLA structures and determining Service Level Requirements)
- Deliverables
- Monitoring of service performance against SLAs
- Metrics, challenges, Critical Success Factors and risks associated with the process
- Contents of SLAs, OLAs and review meetings
- The interfaces to other processes and functions

### Lesson 5: Demand Management

- The basic concepts of the process
- Activity based Demand Management and business activity patterns
- Interfaces to Service Portfolio
- Managing demand for Service

### Lesson 6: Supplier Management

- Purpose, goal, objectives & scope
- Importance of the process to the Service Lifecycle and how they generate business value
- Principles and basic concepts
- Activities, methods and techniques of this process and how it relates to the Service Lifecycle including evaluation of new suppliers
- Supplier Categorization and maintenance of the Supplier Database
- Metrics, challenges, critical success factors and risks

### Lesson 7: Financial Management

- Purpose, goal, objectives & scope
- Service Valuation
- Importance of the process to the Service Lifecycle and how they generate business value
- Basic concepts – funding, accounting and chargeback
- Return on Investment and the business case
- Activities, methods and techniques and the Service Lifecycle
- Design and Implement a Financial Management process

## ITIL v3 Intermediate Capability Module Service Offerings & Agreements (Continued)

Days of Training: 5

### Overview

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

### Prerequisites

ITIL v3 Foundation

### Learning Objectives

At the end of this course, you will learn:

- The concept of Service Management as a practice
- The functions & processes across the Lifecycle
- The purpose, goal and objectives of Availability Management
- The purpose, goal and objectives of Capacity Management
- The purpose, goal and objectives of IT Service Continuity Management
- The purpose, goal and objectives of Information Security Management
- The purpose, goal and objectives of Demand Management
- Technology Implementation considerations

### Lesson 8: Business Relationship Manager

- The role of Business Relationship Managers

### Lesson 9: Roles and Responsibilities

- Service Catalog Manager
- Service Level Manager
- Supplier Manager

### Lesson 10: Roles and Responsibilities

- Requirements for technology to assist Service Design
- Evaluation criteria for technology and tooling for process implementation
- Practices for practice and process implementation
- Challenges, Critical Success Factors and Risks
- How to plan and implement Service Management technologies

### Lesson 11: Exam Preparation

- Sample Exams
- Feedback
- Recap