Business Beam

Inspiring growth and improvement

ITIL®
Service Offerings
and Agreements (SOA)

Accredited by PEOPLECERT and AXELOS

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Service Offerings and Agreements (SOA)

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Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 5 days

2 practice examinations

Excellent first attempt pass ratio

Gain deeper level of understanding of ITIL processes and roles related to IT SLAs and service financials, and learn how they are implemented and how they interact

Introduction

TIL® Intermediate Qualification: Service Offerings and Agreements (SOA) Certificate is a freestanding qualification, but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The ITIL® Certificate in SOA is intended to enable the holders of the certificate to apply SOA practices service management lifecycle and specifically in the key ITIL® process, role and function areas including service portfolio management, service catalogue management, service level management, demand management, supplier management, financial management for IT services and business relationship management. The content is covered in a practical, hands-on learning environment through the use of our quality course material and engaging scenario-based case studies.

Learning Objectives

Candidates should expect to gain competencies in the following areas after successful completion of the training course:

❯ Overview of SOA processes and basic principles
❯ The value to the business of SOA activities
❯ How the SOA processes rely on a good business case
❯ How the SOA processes rely on a good understanding of return on investment (ROI)
❯ ITIL® processes across the service lifecycle pertaining to the service offerings and agreements curriculum.
❯ SOA roles and responsibilities
❯ Technology and implementation considerations
❯ Challenges, critical success factors and risks

Contents

❯ **Introduction and Overview**
▸ Common definitions
▸ The value to the business
▸ The lifecycle within the SOA context
▸ How services deliver value to customers and the business
▸ How requirements are identified through the SOA processes
▸ Understanding ROI and the business case

❯ **Processes: Benefits, value to business, process flows, design strategy & components, organizational structure policies, activities and operation, metrics and KPIs, risks and challenges, interfaces with other processes, and roles and responsibilities related to following process will be discussed in details:**
▸ Service portfolio management
▸ Service catalogue management
▸ Service level management
▸ Demand management
▸ Supplier management
▸ Financial Management for IT services
▸ Business relationship management

❯ **Technology & Implementation Considerations**
▸ Service management tools
▸ How tools can be used within SOA for process implementation
▸ The tools that support SOA
▸ Implementation best practices to alleviate challenges and risks
▸ Service Management technologies
▸ Designing technology architectures

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Recommended Participants

Following participants are recommended to attend this training:

- IT professionals
- Business & process owners
- Individuals who require a deep understanding of the ITIL® Certificate in the SOA
- IT professionals working for adoption of ITIL® for ongoing service improvement
- Operational staff involved in service portfolio, and service level management
- Individuals seeking the ITIL® Expert or Master Certificate

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management. Candidates who hold the following ITIL® qualifications are also eligible, and similar evidence will be required:

- Earlier ITIL® (V2) Foundation plus Foundation Bridge
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

Course Format

The course uses a stimulating mix of instructions, workshops, quizzes, discussions and a practice-exam.

Duration

5 full days (31 teaching hours, and certification examination on the last day)

Materials Provided

- Course reference manual containing printed copies of presentation, notes and exercises
- Practice examination papers
- Course certificate
- ITIL® SOA Certificate on passing the examination

Practice Exam

Two practice examinations are part of this course. The practice exams aim to help participants in passing the certification exam.

Certification Exam

A 90-minute exam is scheduled on the last day of the course, consisting of eight (8) multiple choice, scenario-based, gradient scored questions. Candidates will be also be given a sample exam to prepare themselves. Candidates must achieve 70% marks (28 out of 40) to receive their certificate.

ITIL® Credits Assigned

After passing the examination, candidates will earn four (4) credits within the ITIL® Certification Scheme.

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About Business Beam

Business Beam is a top of the line Management consultancy, training and outsourcing firm that helps organizations solve problems in strategy, governance, operations, quality, services, projects, information security, business continuity, human resources, risks and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with customers to convert them into high-performance businesses and governments. We feel honored to help them grow!

Our training program has successfully reached to more than 7,000 professionals and executives, from 25+ different nationalities, and representing 1000+ organizations.

Business Beam is AXELOS certified partner and Accredited Training Organization (ATO) for COBIT, ITIL, PRINCE2, P3O and DevOps. We are also itSMF member, PECB partner, ISACA official licensee and CMMI Institute partner.

Contact Us

To find out more about how Business Beam can help you meet your growth objectives, visit
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