

ITIL: Service Offerings & Agreements (SOA) – (Revision 1.6)

Course Overview

This hands-on course leads to a Certificate in ITIL Service Capability Management - Service Offerings & Agreements. The series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Service Offerings and Agreements subject areas include Service Portfolio Management, Service Level Management, Service Catalogue Management, Demand Management, Supplier Management, and Financial Management.

Course Outline

<u>Course Introduction</u>	3m
Course Introduction	
<u>Chapter 01 - Course Introduction</u>	13m
Lesson: Course Organization	
Welcome to the Course!	
Mentoring Community Introductions	
Why Are You Here?	
Using Bloom's Taxonomy	
What Do You Expect?	
Housekeeping Online	
Lesson: Course Conventions & Agenda	
Conventions Used	
Quizzes & Exercises	
ITIL Qualification Scheme	
ITIL Capability Exam	
Getting Started with an Online Class	
Chapter 01 Review	
<u>Chapter 02 - Service Offerings & Agreements</u>	41m
Lesson: Introduction to Service Offerings & Agreements	
Introduction	
Objective	
Scope	
Value to the Business	
Concepts	
Lesson: Service Offerings & Agreements Principles	
SOA Context	
Service Portfolio	
Service Pipeline	
Service Catalog	
SOA & Design Coordination Overview	
SD & SLM	
SOA & Value	
Value of a Service	

Creating Service Value
Perception of Value
Framing Service Value
Supplier Management

Lesson: Service Offerings & Agreements Context

Relationships
Information
Metrics & Measures
Challenges
SOA Processes

Lesson: Service Offerings & Agreements Summary

SOA Summary
Checkpoint
Chapter 02 Review

Chapter 03 - SOA Processes

4h 5m

Lesson: Service Portfolio Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Service Portfolio
Service Portfolio & CMS
Other Portfolios
Designing the Service Portfolio
Service Portfolio Methods
SPM Initiation
Define
Option Space Tool
Analyze
Approve
Charter
Retiring Services
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary

Lesson: Service Catalog Management

Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Service Catalog Views
Activities
Agree & Document Service Definition
Interact with Service Portfolio Management

Produce & Maintain Service Catalog

Interfacing

Service Catalog Example

Triggers, Inputs & Outputs

Relationships

Information

Critical Success Factors

Challenges & Risks

Summary

Lesson: Service Level Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Service Level Management

Activities of Service Level Management Process

SLA Frameworks

SLRs & SLAs

Improving Customer Satisfaction

Managing Underpinning Agreements

Service Reporting

Service Improvement Plan (SIP)

Service Reviews

Managing & Revising SLAs & UCs

Contacts & Relationships

Feedback

SLA Components

OLA Components

Triggers, Inputs & Outputs

Service Level Management Relationships

Information

Critical Success Factors

Challenges & Risks

Service Level Management Summary

Lesson: Demand Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activity-Based Demand Management

Business Activity-Patterns

Patterns of Business Activity

User Profile

Matching UP to PBA

Demand Modeling

Managing Demand

Service Packages

Triggers, Inputs & Outputs

Relationships

Information

Critical Success Factors

Challenges & Risks

Summary

Lesson: Supplier Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities

Evaluate New Suppliers & Contracts

Supplier Evaluation

Contract Evaluation

Categorize Suppliers & Maintain SCMIS

Supplier Categorization Matrix

Establish New Suppliers & Contracts

Manage Supplier & Contract Performance

Renew/Terminate Contracts

Triggers, Inputs & Outputs

Relationships

Information

CSFs

Challenges & Risks

Supplier Management Summary

Lesson: Financial Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Financial Management Activities Overview

Process Activities

Accounting

Accounting Activities

Cost Models

Cost Centers & Cost Units

Cost Types & Elements

Cost Allocation

Chart of Accounts

Analysis & Reporting

Action Plans

Budgeting

Budgeting Activities

Charging Activity

Charging Policies

Chargeable Items

Pricing

Billing

Financial Management Cycles
Return on Investment
Triggers, Inputs & Outputs
Relationships
Information
Critical Success Factors
Challenges & Risks
Summary
Lesson: Business Relationship Management

Introduction
Purpose Goals & Objectives
Scope
Business Value
Policies, Principles & Concepts
Process Initiation
Customer
Service Provider
Triggers, Inputs & Outputs
Relationships
BRM the Lifecycle & Tools
Service Strategy
Service Design
Service Transition
Service Operation
Continual Service Improvement
Critical Success Factors
Challenges & Risks
Business Relationship Management Summary

Lesson: SOA Processes Summary

Checkpoint
Chapter 03 Review

Chapter 04 - Organizing, Technology & Implementation

41m

Lesson: Organizing for SOA

Who Does What to Whom?
The RACI Model
Functional Roles Analysis
Activity Analysis
Generic Roles & Responsibilities
Service Owner
Process Owner
Process Manager
Process Practitioner
SOA Roles & Responsibilities
Service Portfolio Management
Service Catalog Management
Service Level Management
Demand Management
Supplier Management
Financial Management

Business Relationship Management

Lesson: SOA Technology & Implementation

Technology & Implementation Considerations

Service Design – Technology & Design

Service Operation – Technology Considerations

Technology Implementation

Planning & Implementing Technology

Designing Technology Architectures

Implementation Considerations

Implementation Challenges, CSFs & Risks

Challenges

Risks

CSFs

Lesson: Organizing, Technology & Implementation Summary

Summary

Checkpoint

Chapter 04 Review

Course Closure

Total Duration: 5hrs 42m