

Hands-on course , 5
day(s)
Ref : ITY

Participants

Candidates must hold ITIL® V3 Foundation Certificate (or ITIL® V3 Foundation Bridge certificate) and want to progress into the cycle of ITIL® certification.

Pre-requisites

Candidates must submit BEFORE the start of their training certificate ITIL® Foundation (V3 Foundation or V2 Foundation plus Bridge).

Next sessions

ITIL® Capability Service Offerings & Agreements

OBJECTIVES

This training will enable you to acquire skills on the practice of IT Service Management, the process of "Service Offerings and Agreement", the roles and responsibilities for processes of this services Lifecycle phase.

1) Service level management

2) Demand management

3) Financial management for IT services

4) Service catalogue management and portfolio management

5) Supplier management

6) Technology and implementation considerations

7) Business relationship management

8) Service Offerings and Agreement roles and responsibilities

1) Service level management

- Introduction. The importance of the SOA in the service lifecycle.
- Mission, goals and objectives of this process.
- Principles and basic concepts.
- The process activities, methods and techniques of this process and relationship with the service lifecycle.
- Using key metrics, challenges, CSFs and risks associated with the process.

2) Demand management

- The basic concepts of this process.
- Demand Management based on activities and Business Activity Pattern.
- Interfaces with the services portfolio.

3) Financial management for IT services

- Mission, goals and objectives of this process.
- Concepts of "Service Valuation".
- Different aspects and basic concepts of this process.
- The process activities, methods and techniques of this process and relationship with the service lifecycle.

4) Service catalogue management and portfolio management

- Mission, goals and objectives of this process.
- Interfaces with the services portfolio.
- Difference between a business catalogue and a technical service catalogue.
- Using key metrics, challenges, CSFs and risks associated with the process.
- Produce a services catalogue.
- Service portfolio management in relationship to the service catalogue and service pipeline.
- How a service portfolio describes a supplier and how it creates links between business services and IT services.

5) Supplier management

- Mission, goals, objectives and scope of this process.
- Principles and basic concepts.
- Using the categorization of suppliers and maintenance of the supplier and contract database.
- Using key metrics, challenges, CSFs and risks associated with the process.

6) Technology and implementation considerations

- List of requirements on technologies useful for the Service Design.
- Criteria for evaluating tools and technologies for process implementation.
- How to plan and implement technology of the services management.

7) Business relationship management

- Mission, goals, objectives and scope of this process.
- Principles and basic concepts.
- The triggers, inputs and outputs, interfaces of this process and relationship with other processes.
- Metrics and CSFs associated with business relationship management in support of SOA.

8) Service Offerings and Agreement roles and responsibilities

- The roles and responsibilities related to all of the SOA processes.