



## **THE ITIL INTERMEDIATE QUALIFICATION: SERVICE OFFERINGS AND AGREEMENTS CERTIFICATE**

The ITIL 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 in IT Service Management Certificate.

### **Target Group**

The target group of the ITIL Certificate in Service Offerings and Agreements is:

- Individuals who have attained the v3 ITIL Foundation certificate in Service Management, or the v3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a deep understanding of ITIL Certificate in the Service Offerings and Agreement processes and how it may be used to enhance the quality of IT service support within an organisation
- IT professionals that are working within an organisation that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme
- Operational staff involved in Service Portfolio Management; Service Catalogue Management; Service Level Management; Demand Management; Supplier Management; Financial Management and Business Relationship Management who wish to enhance their role-based capabilities.

This may include but is not limited to, IT professionals, business managers and business process owners.

### **Learning Objectives**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the Service Offerings and Agreement curriculum:
  - Service Portfolio Management which provides documentation for services and prospective services in business terms
  - Service Catalogue Management which is concerned with the production and documentation of the Service Catalogue from a business and a technical viewpoint
  - Service Level Management which sets up a Service Level Agreement (SLA) structure and ensures that all SLAs have an underpinning support structure in place
  - Demand Management which identifies Patterns of Business Activity to enable the appropriate strategy to be implemented
  - Supplier Management which ensures all partners and suppliers are managed in the appropriate way and includes contract management
  - Financial Management which includes ensuring understanding of the service value and the management of all financial considerations
- Business Relationship Managers who have responsibility to represent customers and ensure the Service Catalogue and Portfolio have the right needs
- Operational activities of processes covered in other Lifecycle phases such as Incident and Change Management
- Common Service Operation activities related to Service Offerings and Agreement
- Organising for Service Operation which describe functions to be performed within Service Offerings and Agreement
- Service Offerings and Agreement roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks
- CSI as a consequence of effective Service Offerings and Agreement

### **Prerequisite Entry Criteria**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the v3 Foundation or v2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

It is also strongly recommended that candidates:

- Can demonstrate familiarity with IT terminology and understand the context of Service Offerings and Agreements management of their own business environment is strongly recommended.



- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasising on at least one of the following management processes:
  - Service Portfolio Management
  - Service Catalogue Management
  - Service Level Management
  - Demand Management
  - Supplier Management
  - Financial Management

It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification.

### What is provided?

- **Comprehensive course materials** – We provide a full copy of all the course slides with room to make your own notes, there is also a full copy of the ITIL v3 Glossary and acronyms list and many course handouts.
- **Example Questions** – To get you plenty of exam practice we have accredited sample papers which will be covered in exam conditions and during the course there are actual exam sample questions at the end of each section.
- **Lunch and Refreshments** – We recognise that to get the best out of our delegates we need to make sure we give you brain food and refreshments; these are available throughout the day.
- **Follow up Guidance** – We are certain that following the course you will have many questions and our tutors and sales team are available to discuss where to go next or even how to get started with putting what you have learnt on the course onto practice.

### Examination

Eight (8) multiple choice, scenario-based, gradient scored questions over 90 minutes. Pass mark is 28/40 or 70%.

### Why should I undertake ITIL training?

- Helps you to do your job more effectively
- Get an industry recognised professional qualification

### What is the benefit of ITIL training in my organisation?

ITIL delivers four main areas of savings potential:

- Cost savings – money currently being spent can be reduced.
- Cost avoidance – money allocated for spending can be saved.
- Higher IT productivity – increased productivity and reduced costs.
- Increased Business productivity – resulting from higher quality IT services.

### Don't just take our word for it, this is what our customers say about our training:

"This course increased & improved my understanding giving me greater insight into our business functions"

"The trainer had great knowledge of the subject"

"Course was very relevant to my job"

"The trainer made the subject interesting and enjoyable"

"The course was very relevant to my post and will help us start to develop strategies and policies within our organisation"

### Why should you take your training with Purple Griffon?

- We have over 50 ITIL v3 Expert tutors
- We use our own accredited materials
- We have been delivering ITSM training for over 8 years
- We are accredited through ISEB to deliver this training
- We have trained thousands of delegates worldwide

### Who have we have trained?



This course is available as a public scheduled course and also as a private single company course. Please see [www.purplegriffon.com](http://www.purplegriffon.com) for dates and locations.

ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office