ITIL® V3 Intermediate Capability Module Service Offerings & Agreements Duration: 5 days	**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. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge of industry practices in Service Management as documented in the ITIL Service Lifecycle core publications.** **The ITIL Certificate in Service Offerings and Agreements is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle.**

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

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Learning outcomes
Following completion of this unit, the candidate will possess knowledge of:

- The importance of Service Management as a Practice concept and Service Operation Principals, Purpose and Objective
- The importance of ITIL Service Offerings and Agreements while providing service
- How all processes in ITIL Service Offerings and Agreement interact with other Service Lifecycle Processes
- The processes, activities, methods and functions used in each of the ITIL Service Offerings and Agreement processes
- How to use the ITIL Service Offerings and Agreement processes, activities and functions to achieve operational excellence
- How to measure ITIL Service Offerings and Agreements
- The importance of IT Security and its contributions to ITIL Service Offerings and Agreements
- Technology and implementation considerations surrounding ITIL Service Offerings and Agreements
- Challenges, Critical Success Factors and Risks associated to ITIL Service Offerings and Agreements

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.

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.