

# ITIL V3 Service Offerings & Agreements (SOA) with Certification Exam (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 on 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.



## What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

## Target Audience

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 organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter

contribute to an ongoing service improvement program

- 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 Objective

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
- Organizing 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 emphasizing 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.

## Eligibility for the exam

To be eligible for the examination leading to an accredited ITIL Certificate in Service Offerings and Agreements, the candidate must fill the following requirements:

- At least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- Hold the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate

It is also recommended that students should complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of

the ITIL Service Management Practice core guidance publications and in particular, the Service Strategy and Service Design publications

## Exam format

Eight (8) multiple choice, scenario-based, gradient scored questions.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

Prerequisite: ITIL V3 Foundation Certificate or ITIL V2 Foundation plus Bridge Certificate and completion of an accredited Course from an ITIL Accredited Training Provider

- Supervised: Yes
- Open Book: No
- Pass Score: 28/40 or 70%
- Distinction Score: TBC
- Delivery: Online or Paper Based Examination

## Trainer Competence

This syllabus can only be delivered to target groups by an accredited training provider and trainer.

Our course meets the following qualifications:

Accredited Training Organization

- We are registered and in good standing with the Official Accreditor ITIL Operational Support and Analysis

ITIL V3 SOA Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

ITIL V3 Expert Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

## Duration

5 days – includes lecture, exam preparation and exam

## Contact Information

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