Silicon Beach Training

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Tel +44 20 4571 2395
info@siliconbeachtraining.co.uk

What is ITIL® Intermediate Training - Service Offerings & Agreements training?

The ITIL® Intermediate Service Offerings and Agreements training course is part of the ITIL Service Capability stream and is designed for delegates that wish to attain a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact.

ITIL® Intermediate Course Service Offerings & Agreements Exam

The Service Offerings and Agreements exam is a 90 minute closed book exam consisting of eight multiple choice, scenario based 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 achieves no marks.

Who is ITIL® Intermediate Training - Service Offerings & Agreements training intended for?

Before attending this course you must hold a valid ITIL Foundation Certificate.

Copyright Statements

Course Objectives

Upon completion of this ITIL® Intermediate Service Offerings & Agreements training course you will have 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

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- 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

Modules

- Introduction to Service Offerings and Agreements
- Service Portfolio Management
- Service Catalogue Management
- Service Level Management
- Demand Management
- Supplier Management
- Financial Management
- Business Relationship Manager
- Service Offerings and Agreement Roles and Responsibilities
- Technology and Implementation Considerations

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