Detailed Content of the ITIL® Service Offerings and Agreements (SOA) course

The course will cover the following topics:

Introduction
- Introduction to the ITIL Service Offerings and Agreements
- Introduction to IT Service Management
- Introduction to the Service Offerings and Agreements

Service portfolio management
- Introduction to service portfolio management
- Processes of service portfolio management
- Initiators, input and output of service portfolio management
- Risks and challenges of service portfolio management

Service catalogue management
- Introduction to service catalogue management
- Processes of service catalogue management
- Initiators, input and output of service catalogue management
- Risks and challenges of service catalogue management

Service level management
- Introduction to service level management
- Processes of service level management
- Initiators, input and output of service level management
- Risks and challenges of service level management

Request management
- Introduction to request management
- Processes of request management
- Initiators, Input and Output of request management
- Risks and challenges of request management

Business relationship management
- Introduction to business relationship management
- Processes of business relationship management
- Initiators, Input and Output of business relationship management
- Risks and challenges of business relationship management

Financial management for IT services
- Introduction to financial management for IT services
- Processes for financial management for IT services
- Initiators, input e and output for financial management for IT services
- Risks and challenges of financial management for IT services

Supplier management
- Introduction to supplier management
- Processes of supplier management

- Initiators, input and output of supplier management
- Risks and challenges of supplier management

The service desk

Technical management e application management

Technical management and application management

IT operations management

Roles and responsibilities

Technologies

Executions

Exam preparation

- Rules, information and best practice to pass the exam
- Mock exam (2 mock exams are provided)

Exam

- Execution of the ITIL Service Offerings and Agreements exam

For further information on this course, please visit our site by clicking on the following link:
http://www.innovativelearning.it/index.php/en/it-service-management-en/itil-2/itilintermediatemenu-en/itil-service-capability-en/service-offerings-and-agreements