

# ITIL®Capability : service Offerings & Agreements certification à distance incluse

Cours Pratique de 5 jours

Réf : YTA - Prix 2022 : nous consulter

ITIL® consists of five main publications : Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability Stream:

The Service Lifecycle Stream focuses on ITIL® practices within the Service Lifecycle context.

The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.

The Service Capability Stream is for those who wish to obtain an in-depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution, and the use throughout the IT Service Lifecycle. The course prepares candidates for the ITIL®Capability : service Offerings & Agreements.

## PARTICIPANTS

IT managers, operational staff, and anyone requiring a deeper knowledge of or who are involved in the service offerings & agreements cluster of processes and functions.

## PRÉREQUIS

An ITIL® Foundation certificate is required and preferably two years work experience in an IT service management environment.

## COMPÉTENCES DU FORMATEUR

Les experts qui ont conçu la formation et qui accompagnent les apprenants dans le cadre d'un tutorat sont des spécialistes des sujets traités. Ils ont été validés par nos équipes pédagogiques tant sur le plan des connaissances métiers que sur celui de la pédagogie, et ce pour chaque cours. Ils ont au minimum cinq à dix années d'expérience dans leur domaine et occupent ou ont occupé des postes à responsabilité en entreprise.

## MODALITÉS D'ÉVALUATION

Le formateur évalue la progression pédagogique du participant tout au long de la formation au moyen de QCM, mises en situation, travaux pratiques...

Le participant complète également un test de positionnement en amont et en aval pour valider les compétences acquises.

## MOYENS PÉDAGOGIQUES ET TECHNIQUES

Les moyens pédagogiques et les méthodes d'enseignement utilisés sont principalement : documentation et support de cours, exercices pratiques d'application et corrigés des exercices, études de cas ou présentation de cas réels. ORSYS fournit aux participants un questionnaire d'évaluation du cours qui est ensuite analysé par nos équipes pédagogiques. Une attestation de fin de formation est fournie si l'apprenant a bien suivi la totalité de la formation.

## MODALITÉS ET DÉLAIS D'ACCÈS

L'inscription doit être finalisée 24 heures avant le début de la formation.

## ACCESSIBILITÉ AUX PERSONNES HANDICAPÉES

Vous avez un besoin spécifique d'accessibilité ? Contactez Mme FOSSE, référente handicap, à l'adresse suivante [pshaccueil@orsys.fr](mailto:pshaccueil@orsys.fr) pour étudier au mieux votre demande et sa faisabilité.

## OBJECTIFS PÉDAGOGIQUES

À l'issue de la formation l'apprenant sera en mesure de :

- The value to the business of SOA activities.
- How the SOA processes rely on a good business case.
- How the SOA processes rely on a good understanding of return on investment (ROI).
- Processes across the service lifecycle pertaining to the service offerings and agreements curriculum.
- SOA roles and responsibilities.
- Technology and implementation considérations.
- Challenges, critical success factors and risks.

## PÉDAGOGIE ET PRATIQUES

An interactive approach to provide valuable conceptual knowledge of international standards.

Lessons, exercises, courses notes and discussions based on international standards.

## CERTIFICATION

The purpose of the ITIL® 3/2011 Capability, Service Offerings & Agreements certification is to impart, test and validate knowledge about industry practices in service management. This certification is a stand-alone qualification, but is also part of the ITIL® Intermediate Capability flow and is one of the modules leading to the ITIL® Expert certificate in IT Service Management. An ITIL® Foundation certificate is required and preferably two years of work experience in an IT service management environment. The ITIL® 3/2011 Capability, Service Offerings & Agreements certification is recognized worldwide with permanent validity. Its passage lasts 1 hour 30 minutes and is made up of 8 questions. It takes place in English and with a closed book, the learner cannot refer to the resources of his choice during his passage. The score for passing the exam is 70%. If successful, a unique electronic certificate is issued and the candidate receives 4 points for the ITIL qualification scheme.

## LE PROGRAMME

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dernière mise à jour : 01/2022

### 1) Course introduction

- Introduction.
- Lifecycle approach and structure.
- IT service management definition.
- Creating value, utility and warranty.
- Monitor and measure.
- Process definition and characteristics.
- Service offering and agreement.
- SOA service strategy processes.
- Service value and SOA.
- Organizing ITSM.
- Strategy management.
- Strategic, tactical and operational linkages.

- Design coordination.
- Scope and flow of service design.
- Identifying service requirements.
- ROI, business case and SOA.
- ITIL® certification scheme.

## 2) Service portfolio management

- Purpose and objectives.
- Scope and value to the business.
- Service catalog, pipeline & retired services.
- Configuration management system (CMS).
- The Portfolio's (application, customer, project).
- Service models.
- Market spaces and service growth.
- Aligning service assets to outcomes.
- Portfolio management through the lifecycle.
- Designing the service portfolio.
- Overview, phases and steps.
- Triggers, inputs, outputs, interfaces.
- Information management.
- CSF's and KPI's, challenges.

## 3) Service catalog management

- Purpose and objectives.
- Scope and value to the business.
- Service catalog.
- Policies, principles and basic concepts.
- Catalog structure and policies.
- Process activities, methods and techniques.
- Triggers, inputs, outputs.
- Information management.
- CSF's and KPI's, challenges and risks.

## 4) Service level management

- Purpose and objectives.
- Scope and value to the business.
- Policies, principles and basic concepts.
- SLA's and OLA's, SLA frameworks.
- Document relationships.
- Producing SLR's, monitoring performance.
- Producing service reports.
- Service reviews and improvements.
- SIP's, KPI's, information management.
- Challenges and CSF's, risks and good practices.
- Triggers, inputs, outputs, interfaces.
- Common SLM issues, OLA sample.

## 5) Demand management

- Purpose and objectives.
- Scope and value to the business.
- Supply and demand.
- Gearing service assets.
- Demand management through the lifecycle.
- Demand forecasting, user profiles.
- Activity based demand management.
- Managing demand of services.

- Triggers, inputs, outputs, interfaces.
- Information management.
- CSF's and KPI's, challenges & risks.

#### 6) Supplier management

- Purpose and objectives.
- Scope and concepts.
- Roles and interfaces, value.
- Supplier management concepts.
- Activities, methods, techniques.
- Key metrics, challenges CSF's and risks.
- Triggers, inputs, outputs.

#### 7) Financial management for IT services

- Enterprise financial management policies.
- Purpose and objectives.
- Scope and value the business.
- Overview (budgeting, accounting, charging, funding).
- Triggers, inputs, outputs, interfaces.
- Information management.
- CSF's and PKI's challenges and risks.

#### 8) Business relationship management

- Purpose and objectives.
- Scope, BRM & SLM.
- BRM and ITSM processes.
- Value to the business.
- Customer portfolio and satisfaction.
- Service requirements.
- BRM activities & lifecycle processes.
- Triggers, inputs, outputs, interfaces.
- Information management.
- CSF's and PKI's, challenges & risks.

#### 9) SOA roles and responsibilities

- Service offering and agreement roles.
- Roles and responsibilities.

#### 10) Technology and implementation considerations

- Generic tool requirements.
- Evaluation criteria, good practices.
- Challenges, CSF's, and risks.
- Plan and implement ITSM technologies.

#### 11) Appendices

- Case study and exercises.
- Mock exams and rationale.
- Glossary, forms.

#### 12) Certification

- Certification exam.