

HP Education Services Course Description

ITIL V3 Service Offerings and Agreements (HF427)



This 5-day course explains the terminology, processes, roles, functions and activities relating to the Service Design phase of the IT Service Management Lifecycle, based on Version 3 of the IT Infrastructure Library (ITIL). It is one of four “Service Capability” Modules, which are role-based. They offer participants a balanced knowledge of ITIL best practices. The Service Capability series will be of interest to participants who wish to be certified to a deep-level of understanding of ITIL V3 with the primary focus on the process activities and execution throughout the Service Lifecycle.

Audience

The target group of the ITIL® Certificate in Service Offerings and Agreement 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 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.

Prerequisites

Demonstrate between 2 and 4 years of professional experience in the ITSM market place.

Hold one or more of the following certificates:

- ITIL® V3 Foundation Certificate in IT Service Management
- ITIL® V2 - V3 Foundation Bridge Certificate

It is assumed that participants will have read the five ITIL Service Management Practices core lifecycle publications.

Examination candidates should be aware that at least 12 hours of personal study are required.

Course 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
- Common Service Operation activities related to Service Offerings and Agreement
- 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

Participants will also gain the knowledge necessary to prepare for the "ITIL Certificate in Service Offerings and Agreement" examination from EXIN, ISEB or APM Group. This certificate is worth 4 credits in the ITIL Version 3 Qualification Scheme.

Benefits to You

- Gain a deep understanding of the Service Offerings and Agreement processes and how to improve them in your organization

Why education services from HP?

- Customized on-site delivery
- More than 80 training locations worldwide
- Comprehensive student materials
- Experienced and best-in-the-field HP instructors
- Hands-on practice
- Online instructor-led and self-paced training at <http://itresourcecenter.hp.com>
- Focus on job-specific skills
- State-of-the-art classroom facilities

Course Title: ITIL V3 Service Offerings and Agreements

HP Product Number: HF427

Category/Subcategory: ITIL/ITSM

Course Length: 5 days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: Other modular courses covering ITSM Lifecycle stream or Capability stream leading to the ITIL Expert Qualification

Detailed Course Outline

- Introduction
- Service Portfolio Management
- Service Catalogue Management
- Service Level Management
- Demand Management
- Supplier Management
- Financial Management
- Business Relationship Management
- Roles and Responsibilities
- Technology and Implementation
- Common Service Activities
- Continual Service Improvement

Formal Examination

- This is a closed book complex graded multiple-choice examination with 8 questions to be answered in 90 minutes. Students must get 70% correct in order to pass.

© 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

To locate country contact information and to learn more about education services, please visit our worldwide web site at <http://www.hp.com/learn>.

