



Curso ITILSOA - ITIL Capability: Service Offerings And Agreements (SOA)

30,00 Horas

Introdução

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The ITIL® SOA (Service Offerings and Agreements) course is part of the ITIL® Intermediate Capability certification stream. The course prepares candidates to take the ITIL® Service Offerings and Agreements Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace

Público-alvo

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Service Offerings and Agreements cluster of processes and functions

Quando completar o curso

Upon successfully achieving the ITIL Service Offerings and Agreements certificate, students earn 4 credits in the ITIL® qualification scheme. Project Management Institute –Professional Development Units (PDUs) = 35

Pré-requisitos

An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment

Exames

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Duration: 90 minutes

Conteúdo em detalhe

At the end of this course, you will learn:

The concept of Service Management as a practice

The functions and processes across the Lifecycle

The Service Portfolio and its relationship with the Service Catalogue and Service Pipeline

The purpose, goal and objectives of Service Catalog Management

The purpose, goal and objectives of Service Level Management (SLM) process

The purpose, goal and objectives of Demand Management

The purpose, goal and objectives of Supplier Management

The purpose, goal and objectives of Financial Management

Technology Implementation considerations