



ITIL Service Capability: Service Offerings and Agreement

Course ID#: 1095-254-32-Z

35 Hrs

Course Content

Course Description:

The primary goal of IT Service Management is to deliver quality IT services that enable desired business outcomes. To do this, service providers often face a precarious balancing act of managing customer relationships and requirements, understanding and managing demand and patterns of business activities, aligning internal and external suppliers and maintaining fiscal responsibility and sound IT investments. The ITIL® Version 3 (V3) Capability Course - Service Offerings and Agreements (SOA) - provides the best practice process knowledge required to navigate these waters towards the safe harbor of customer satisfaction and continual service improvement. Embedded into the five (5) day SOA course is our unique virtualization, Living the Lifecycle®. Woven through all of ITSM Academy's ITIL® V3 Certification classes, this virtualization brings V3 processes and concepts to life. Within a virtual business environment, as a group, we will introduce a service and then follow it from strategic decision through implementation. **This virtualization successfully enables active learning by encouraging the participants to:** Discuss and understand pure ITIL® concepts Apply concepts to a “neutral” real world situation Learn different perspectives Reinforce examinable concepts

Prerequisites:

Windows 98/2000 Basics ...