

SZKOLENIE ŚREDNIO ZAAWANSOWANE

ITIL Service Offerings and Agreements

HF427S

Czas trwania: 5 dni

This course draws together the activities required to determine what services to offer and to make agreements with customers and providers of the services. Areas covered include service portfolio management for IT services, service catalog management, service level management, supplier management, demand management, financial management for IT services and business relationship management. The course prepares attendees for the ITIL Intermediate Qualification: Service Offerings and Agreements (SOA) Certificate, one of the modules that leads to the ITIL Expert Certificate.

Cele szkolenia

- Overview of SOA processes and basic principles
- 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: Service portfolio management, Service catalogue management, Service level management, Demand management, Supplier management, Financial management for IT services, Business relationship management
- SOA roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks

Zalety

- IDC MarketScape leader 5 years running for IT education and training
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services
- Key partnerships with industry leaders OpenStack, VMware, Linux, Microsoft, ITIL, PMI, CSA, and SUSE
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits
- Kameralne grupy - szkolenia technologiczne prowadzimy w grupach liczących do 8 osób. Pozwala to na indywidualne podejście oraz aktywizację każdego uczestnika



- Praktyka przed teorią - wszystkie szkolenia technologiczne prowadzone są w formie warsztatowej. Konieczna teoria jest wyjaśniana na przykładzie praktycznych zadań
- Konkretne umiejętności - w ramach każdego szkolenia rozwijamy praktyczne umiejętności związane z daną technologią i tematyką
- Nauka z praktykami - wszyscy trenerzy na co dzień pracują w projektach, gwarantuje to dostęp do eksperckiej wiedzy i praktycznego know-how

Dla kogo?

- IT Professionals, Business managers, Business process owners
- Individuals who require a deep understanding of the Service Offerings and Agreements processes and of how it may be used to enhance the quality of IT service support within an organization
- IT professionals who are working within an organization that has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement program
- Operational staff involved in service portfolio management; service level management; service catalogue management; demand management; supplier management; financial management for IT services and business relationship management who wish to enhance their role-based capabilities
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite

Wymagania

- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- 2 to 4 years' professional experience working in IT service management is highly desirable
- Have undertaken at least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution), as part of a formal, approved training course/scheme
- Complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas within the ITIL Service Strategy and ITIL Service Design core guidance in preparation for the examination
- Before attending training for the certification it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, in particular, the ITIL Service Strategy and ITIL Service Design publications



Program

