

ITSM/ITIL V3 Service Capability: Service Offerings & Agreements (SOA)

Course Summary

Description

This course leads to a Certificate in ITIL V3 Service Capability Management - Service Offerings & Agreements. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use.

Topics

- Service Portfolio Management
- Service Level Management
- Service Catalogue Management
- Demand Management
- Supplier Management
- Financial Management

Audience

The Service Capability series will be of interest to candidates who wish to be certified in a deep level understanding of V3 processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum; however the primary focus is the process activities, execution and use throughout the Service Lifecycle.

Prerequisites

Students should have an ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

Duration

Five days