



**CAPABILITIES**

**CREDITS: 4**

**# DAYS: 5**

**ProActive**   
Transforming the Business of IT.

# Service Offerings & Agreements (SO&A)

- How do I set up documentation for services and prospective services in business terms?
- Where do I start in producing and documenting a Service Catalogue?
- How does Demand Management enable the appropriate strategy to be implemented?
- How do we ensure all partners and suppliers are managed in the appropriate way?
- How do we best manage all financial considerations regarding our service?

ProActive's 5-day Service Offerings & Agreements (SO&A) Capabilities training course builds on the Foundation Certificate training to turn theory into capability. On completion, students will have the answers to all the above questions - and more!

The training will arm students with the knowledge and capability to achieve results back in the workplace!

## RESULTS-DRIVEN TRAINING

The Service Offerings & Agreements (SO&A) course has been designed to help students achieve real results back in the workplace. They include:

1. Understanding how Service Portfolio Management produces documentation for services and prospective services in business terms
2. An understanding of how the production and documentation of the Service Catalogue, from a business and technical viewpoint, is managed within Service Catalogue Management.
3. Understanding how to set up a Service Level Agreement (SLA) structure and ensure all SLAs have an underpinning support structure in place.
4. Identifying Patterns of Business Activity to enable the appropriate strategy to be implemented.
5. An understanding of how Supplier Management ensures all partners and suppliers are managed in the appropriate way, including contract management.
6. Organising for Service Operation which describes functions to be performed within Service Offerings and Agreements.

## TRAINING BY THE EXPERTS

Take advantage of ProActive's long-standing history of providing quality ITIL training and consulting services! ProActive introduced ITIL into Australia and as such, is Australasia's longest serving ITIL training provider.

We're also the largest ITIL training provider outside the UK accredited by the British Computer Society's Information Systems Examination Board (ISEB).

All our trainers hold the ITIL Expert Certificate in Version 3 and have vast practical experience on top of their ITIL and other related qualifications. ProActive training also allows students time to network with other practitioners to gain real life experiences.

ProActive has been ISO9001 certified since 1996, and we have worked hard to embed quality into all aspects of the company's operation.

Attending a ProActive training course means that not only do students get the best quality training experience, but they will obtain an internationally recognised qualification - the ITIL V3 Intermediate Certificate in Service Offerings & Agreements.

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

\* No Pass, No Pay Guarantee: Public Schedule, ITIL V3 Capabilities courses only. ProActive will pay for the first exam resit, the student must pay for the second resit - and in the event of a fail result, ProActive will refund the course fee component.

"The trainer was highly proactive in his approach and emphasised subtle points with real life examples from industry. The course has provided sound knowledge of the ITIL principles and expanded them with techniques to apply those principles in real life. I would highly recommend this course to any one associated with the delivery of IT services, more so to those pursuing ITIL Version 3 implementation."

- Sarma Karra, Department of Defence

**ProActive also offer post-course services - designed to turn student knowledge into results!**

*(see next page)*

For the full listing of dates, locations, and prices, call (AUS)1300 880 855 (NZ) 0800 11 56 56 or register online.

**www.proactiveservices.com.au www.proactiveservices.co.nz**

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# Service Offerings & Agreements (SO&A)

## WHO SHOULD ATTEND?

This course will be of benefit to students requiring a deeper understanding of the SO&A processes, and how they may be used to enhance the quality of IT Service support in their organisation. It is also suitable for Business Relationship Managers who have responsibility to represent customers and ensure the Service Catalogue and Portfolio have the right needs.

## PREREQUISITES / PRE-READING

Students must have obtained the V3 Foundation Certificate or the V2 Foundation Certificate plus the V3 Foundation Bridge.

It is strongly recommended that candidates demonstrate familiarity with IT terminology and understand the context of SO&A management within their own organisation. As such, it is recommended that candidates read the ITIL Service Lifecycle core publications in advance - in particular, the Service Strategy and Service Design books.

## CERTIFICATION/ASSESSMENT

A 90 minute examination takes place on Day 5, consisting of 8 multiple choice, scenario based, gradient scored questions.

Students need a score of 28/40 or 70%. It leads to international V3 'Intermediate' level Certification from the UK-based Information Systems Examination Board (ISEB).

## COURSE FEE

Course Price: \$3800.00 (AUS) \$4060.00 (NZ)

Optional Exam \$275.00 (AUS) \$324.00 (NZ)

Prices include GST.

Price includes student folder, handouts and a copy of the Service Strategy book published by the OGC valued at \$180 (AUS).

Terms: Full payment with booking is required, and subject to standard terms and conditions, available on ProActive's web site.

## COURSE SYLLABUS

### INTRODUCTION

#### SERVICE PORTFOLIO MANAGEMENT

- relationship with the Service Catalogue and service Pipeline
- relating the business service with the IT service
- Service Portfolio Management methods

#### SERVICE CATALOGUE MANAGEMENT

- purpose, goal, objectives, scope
- interface to Service Portfolio
- differences between a Business and Technical Service Catalogue
- policies, principals and basic concepts,
- metrics, critical success factors and risks
- produce a Service Catalogue

#### SERVICE LEVEL MANAGEMENT

- purpose, goal, objectives, scope
- importance of this process to the Service Lifecycle principles and basic concepts
- main activities, methods and techniques, including SLA structures, determining Service Level requirements
- deliverables of the process
- monitoring, metrics, critical success factors and risks
- contents of SLAs, OLAs and review meetings
- interfaces to other processes and functions

#### DEMAND MANAGEMENT

- basic concepts
- activity based Demand Management and business activity patterns
- interfaces to Service Portfolio
- managing demand for service

## POST-COURSE SERVICES:

To assist course attendees to get the return on their newly acquired knowledge sooner rather than later, ProActive is offering a post course service for all Capabilities courses **at no extra cost**. As part of this service, ProActive will conduct three one hour post course review sessions to discuss student challenges and, where possible, one student project will be discussed.

As a chargeable option, ProActive also offer students a Coaching and Mentoring service after they complete the Capabilities training. This service is designed to help students to deliver measurable outcomes as per project plans or in BAU roles. It is not the intent that ProActive does the job, but help the student execute their task. This service helps the student to turn the knowledge from the course into results.

### SUPPLIER MANAGEMENT

- purpose, goal, objectives, scope
- principals and basic concepts
- activities, methods and techniques;
- use of Supplier Categorization and maintenance of the Supplier Database
- metrics, critical success factors and risks
- inputs and outputs

### FINANCIAL MANAGEMENT

- purpose, goal, objectives, scope
- concepts of Service Valuation
- various aspects of the process and basic concepts – funding, accounting and chargeback
- return on Investment and the business case activities, methods and techniques
- design and Implement a Financial Management process

### ROLES AND RESPONSIBILITIES

- key roles and responsibilities of:
  - Business Relationship Manager
  - Service Catalogue Manager
  - Service Level Manager
  - Supplier Manager

### TECHNOLOGY & IMPLEMENTATION CONSIDERATIONS

- generic technology requirements
- evaluation criteria for technology and tooling for process implementation
- challenges, critical success factors and risks
- plan and implement Service Management technologies

### REVISION AND EXAMINATION