

# ProActive

BUSINESS DRIVEN SERVICE MANAGEMENT



"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

## Service Offerings & Agreements (SO&A)

This course is one of the modules in the Capabilities stream leading to the ITIL Expert Certificate in IT Service Management

On completion, students will be able to demonstrate their knowledge of the Service Offerings & Agreements processes, roles, activities and functions, as outlined in ITIL Version 3.

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

### COURSE FORMAT

ProActive's course format ensures that students get maximum benefit from the training over a five day period.

- Practical assignments and activities based around a Case Study are used to consolidate course material and provide a practical feel for ITIL in the workplace.
- Students benefit from peer group discussion.
- Course size is limited to 12 to ensure adequate time is allocated to team work and group discussion.

### 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.

### 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 operational staff involved in the 6 main processes who wish to enhance their role-based capabilities.

### 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.





## Service Offerings & Agreements (SO&A)

### WHAT YOU WILL LEARN

Be competent in, and understand, the 6 processes pertaining to Service Offerings and Agreements.

Understand:

- the importance of ITIL Service Offerings and Agreements while providing service;
- how all processes in ITIL Service Offerings and Agreement interact with other Service Lifecycle Processes;
- the processes, activities, methods and functions used in each of the ITIL SO&A processes;
- how to use SO&A processes, activities and functions to achieve operational excellence;
- how to measure ITIL Service Offerings and Agreements;
- Service Management as a practice.
- technology and implementation considerations surrounding SO&A;
- challenges, critical success factors and risks.

### 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
- principals 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

#### 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

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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.

Plus, ProActive has been ISO9001 certified since 1996, and we have worked hard to embed quality into all aspects of the company's operation. Talk to us about our approach to quality, from training materials right through to pass marks and customer feedback!

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](http://www.proactiveservices.com.au) [www.proactiveservices.co.nz](http://www.proactiveservices.co.nz)