

TI164

PROCESS MANAGEMENT

ITIL® 2011: Intermediate - Service Offerings and Agreements (SOA) with Exam

DURATION
4.5 DAYS
REGULAR FEE
3 100 \$
PREFERENTIAL FEE
2 790 \$

Objectives

To provide the knowledge and skills required to define the key activities in the process of service offerings and agreements in the context of the life cycle of services, to master the processes.

Targeted audience

Anyone interested in achieving Intermediate ITIL® certification in Service Offerings and Agreements.

Prerequisite

ITIL® V3 Foundation Certification or having passed the upgrade exam from V2 to V3 ([Course TI111](#)). It is also strongly recommended that candidates read the principal ITIL publications on the life cycle of services, and particularly "Service Design" and "Service Strategy" (2011 editions) before beginning the training for certification.

Content

- Introduction and overview
- The service portfolio and the management of the service catalog
- Principles of managing the service portfolio
- Including the service catalog in the service portfolio
- Managing service levels
- Service management processes
- Managing requests
- Managing suppliers
- Financial management
- The principles of service economy
- Roles and responsibilities
- Technologies and implementation
- Activities and current services
- Continuous service improvement (CSI)
- Preparation for the exam
- Exam

General Note

The course sessions last from 8:30 AM to 5:30 pm.

Material Note

The course material is based on the AXELOS syllabus: ITIL V3 Intermediate Capability SOA Certificate v5.3.

Exam Note

Practice exams: practice exams provided by AXELOS will be distributed to participants in order to help them prepare for writing the certification exam.

Legal Note

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Select the training date*

Montreal	March 11 to April 2 2020
Quebec City	March 11 to April 2 2020
Gatineau	March 11 to April 2 2020
Montreal	October 13 to November 3 2020
Gatineau	October 13 to November 3 2020
Quebec City	October 13 to November 3 2020

Accreditation and partners association



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