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ITIL®

# ITIL® Capability - Service Offerings & Agreements (SOA) Certification Training

This course is designed to provide students with the necessary knowledge and skills to better understand ITIL® processes and roles related to Service Management.

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

## Course Overview

Our 5-day, instructor-led ITIL® Capability - Service Offerings & Agreements (SOA) training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is intended for IT professionals in the Service Management field. It covers:

- Service Management as a practice
- Service Offering & Agreements processes, roles & responsibilities
- Service Operation functions & organization
- Technology & Implementation considerations

This course will prepare you for the ITIL® SOA Certification exam.

You should have the [ITIL® Foundation Certification](#) before taking this course. You should also have 2-4 years of work experience in Service Management.

# Course Outline

## Introduction and Overview

- The value of SOA activities
- The lifecycle within SOA context
- IT Service Strategy
- Design Coordination
- How services deliver value
- Service design requirements
- ROI and business case

## Service Portfolio Management

- Introduction to the service portfolio
- Relationship of SPM to service pipeline and service catalog
- Purpose and objectives of SPM
- Scope of SPM & Value to the Business
- Policies, principles and basic concepts
- SPM Process Activities, Methods and Techniques
- SPM Triggers, Inputs, Outputs and Interfaces
- Information Management
- CSFs & KPIs
- Challenges and Risks
- Designing the Service Portfolio

## Service Catalog Management

- Importance of Service Catalog
- Purpose and objectives of SCM
- Scope of SCM & Value to the Business
- Policies, principles and basic concepts
- SCM Process Activities, Methods and Techniques
- SCM Triggers, Inputs, Outputs and Interfaces
- Information Management
- CSFs & KPIs
- Challenges and Risks
- Production of a service catalog
- Importance of Service Catalog

- Purpose and objectives of SCM
- Scope of SCM & Value to the Business
- Policies, principles and basic concepts
- SCM Process Activities, Methods and Techniques
- SCM Triggers, Inputs, Outputs and Interfaces
- Information Management
- CSFs & KPIs
- Challenges and Risks
- Production of a service catalog

## Service Level Management

- The importance of SLM to the Service Lifecycle
- The purpose and objectives of SLM
- The scope of SLM & Value to the Business
- Policies, principles and basic concepts
- SLM Process Activities, Methods and Techniques
- SLM Triggers, Inputs, Outputs and Interfaces
- Information Management
- CSFs & KPIs
- Challenges and Risks
- Content of Service Level Agreements (SLAs) and Operational Level Agreements (OLAs)

## Demand Management

- The importance of demand management (DM) to the Service Lifecycle
- The purpose and objectives of DM
- The scope of DM & Value to the Business
- Policies, principles and basic concepts of DM
- DM Process Activities, Methods and Techniques
- DM Triggers, Inputs, Outputs and Interfaces
- Information Management
- CSFs & KPIs
- Challenges and Risks

## Supplier Management

- Purpose and objectives of Supplier Management
- Supplier Management's Scope & Value to the Business
- Principles and basic concepts of Supplier Management
- Process Activities, Methods and Techniques of Supplier Management

- Supplier Management Triggers, Inputs, Outputs and Interfaces
- Information Management
- CSFs & KPIs

## **Financial Management for IT Services**

- Importance of FM to the Service Lifecycle
- Purpose and objectives of FM
- Scope of FM & Value to the Business
- Policies, principles, basic concepts
- Activities, methods and techniques
- FM Triggers, Inputs, Outputs and Interfaces
- Information Management
- CSFs & KPIs
- Challenges & Risks

## **Business Relationship Management**

- Purpose and objectives of Business Relationship Management
- Scope & Value to the Business
- Principles and basic concepts
- Process Activities, Methods and Techniques
- Triggers, Inputs, Outputs and Interfaces
- Information Management
- CSFs & KPIs

## **Exam Information**

### **ITIL Capability SOA Certification Exam Details:**

- Number of Questions: 8
- Passing Score: 70% (28/40)
- Duration: 90 minutes
- Format: multiple choice, scenario-based and gradient scored
- Delivery: Pearson VUE

## Exam Focus Areas:

- Service Portfolio
- Service Catalog Management
- Service Level Management
- Demand Management
- Supplier Management
- Financial Management for IT Services
- Business Relationship Management
- Roles and Responsibilities of Service Offerings and Agreements
- Considerations for Technology and Implementation

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Starting at **\$2,750**

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We'll match any competitor's price quote. Call us at 240-667-7757.

## This **ITIL Capability SOA Certification Training** course includes:

- 5 days instructor-led training
- ITIL Capability SOA Certification Training book
- (1) one ITIL Capability – Service Offerings & Agreements exam voucher
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class\*
- Tea, coffee and soda available throughout the day\*
- Freshly baked cookies every afternoon\*

*\*denotes this benefit is only available at participating locations.*