

ITIL v.3 Service Offerings & Agreements

Part 01

Course Introduction

4 min

Course Introduction

Chapter 00 - Course Introduction

8 min

Course Introduction

Course Organization

Agenda - Overview

Courseware Usage

Courseware Conventions

ITIL Capability Exam

ITIL Qualification Scheme

Getting Started

Free Stuff

Course Introduction Review

Chapter 01 - ITIL Concepts

39 min

ITIL Concepts

You say ITIL, I say ...

Origins of ITIL

ITSM - A Real World of Experience

Process Oriented ITIL

Lifecycle Oriented ITIL

The History of ITIL

Why Refresh?

Need-to-Know ITSM Concepts

Good Practice

IT Service Management

Service

Service Model

Framing Service Value

Function – Process - Role

What is a Process?

Process Characteristics

IT Governance & Service Lifecycle

The Service Lifecycle – Value to the Business

ITIL Concepts Review

Part 02

Chapter 02 - Service Offerings and Agreements

30 min

Service Offerings and Agreements

Introduction

Objective

Scope

Value to the Business

Concepts

SOA Context

Service Portfolio

Service Pipeline

Service Catalog
SD & SLM
Supplier Management
Relationships
Information
Metrics & Measures
Challenges
SOA Processes
Service Offerings and Agreements Review

Part 03

Chapter 03 - Service Portfolio Management

29 min

Service Portfolio Management
Introduction
Objective
Scope
Value to the Business
Concepts
Business & IT Service Management
Service Portfolio
Service Portfolio Methods
Define
Option Space Tool
Analyze
Approve
Charter
Relationships
Information
Metrics & Measures
Challenges
Summary
Service Portfolio Management Review

Chapter 04 - Service Catalog Management

23 min

Service Catalog Management
Introduction
Objective
Scope
Value to the Business
Concepts
Triggers, Inputs & Outputs
Activities
Agree & Document Service Definition
Interface with Service Portfolio Management
Produce & Maintain Service Catalog
Interfacing
Relationships
Information
Metrics & Measures
Challenges, CSFs & Risks
Challenges
CSFs
Risks
Summary

Part 04

Chapter 05 - Service Level Management

37 min

Service Level Management
Introduction
Objective
Scope
Value to the Business
Concepts
Triggers, Inputs & Outputs
SLM Overview
Activities
SLA – Frameworks
SLRs & SLAs
SLM Monitoring
Improving Customer Satisfaction
Managing Underpinning Contracts
Service Reporting
Service Reviews
Managing SLAs & Ucs
Contacts & Relationships
Complaints & Compliments
Relationships
Information
Metrics & Measures
Challenges, CSFs & Risks
Challenges
CSFs
Risks
Summary
Service Level Management Review

Chapter 06 - Supplier Management

35 min

Supplier Management
Introduction
Objective
Scope
Value to the Business
Concepts
Triggers, Inputs & Outputs
Activities
Evaluate New Suppliers & Contracts
Supplier Evaluation
Contract Evaluation
Categorize Suppliers & Maintain SCD
Supplier Categorization Matrix
Establish New Suppliers & Contracts
Manage Supplier & Contract Performance
Renew/Terminate Contracts
Relationships
Information
Metrics & Measures
Challenges, CSFs & Risks

Challenges
CSFs
Risks
Summary
Supplier Management Review

Part 05

Chapter 07 - Demand Management

30 min

Demand Management
Introduction
Objective
Scope
Value to the Business
Concepts
Activity-Based Demand Management
Business Activity Patterns
Patterns of Business Activity
User Profile
Matching UP to PBA
Demand Modeling
Managing Demand
Service Packages
Relationships
Information
Metrics & Measures
Challenges, CSFs & Risks
Challenges
CSFs
Risks
Summary
Demand Management Review

Chapter 08 - Financial Management

25 min

Financial Management
Introduction
Objective
Scope
Value to the Business
Concepts
Service Valuation
Demand Modeling
Service Portfolio Management
Service Provisioning Optimization
Planning Confidence
Service Investment Analysis
Accounting
Compliance
Variable Cost Dynamics
Methods, Models, Activities & Techniques
Return on Investment
Relationships
Information
Metrics & Measures
Challenges

Summary
Financial Management Review

Part 06

Chapter 09 - Organizing for SOA

15 min

Organizing for SOA
Who Does What to Whom?
The RACI Model
Functional Roles Analysis
Activity Analysis
Roles & Responsibilities
Process Owner
IT Planner
Service Catalog Manager
Service Level Manager
Supplier Manager
Organizing for SOA Review

Chapter 10 - SOA Technology & Implementation

20 min

SOA Technology & Implementation
Technology & Implementation Considerations
Service Design Technology & Design
Service Operation Technology Considerations
Technology Implementation
Planning & Implementing Technology
Designing Technology Architectures
Implementation Considerations
Challenges, CSFs & Risks
Challenges
CSFs
Risks
SOA Technology & Implementation Review
Course Closure

Total Duration: 4 hrs 54 min