ITIL: Service Offerings & Agreements

Course Introduction **3m**
Course Introduction

Chapter 01 - Course Introduction **13m**
Lesson: Course Organization
Welcome to the Course!
Mentoring Community Introductions
Why Are You Here?
Using Bloom's Taxonomy
What Do You Expect?
Housekeeping Online
Lesson: Course Conventions & Agenda
Conventions Used
Quizzes & Exercises
ITIL Qualification Scheme
ITIL Capability Exam
Getting Started with an Online Class
Chapter 01 Review

Chapter 02 - Service Offerings & Agreements **41m**
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Objective
Scope
Value to the Business
Concepts
Lesson: Service Offerings & Agreements Principles
SOA Context
Service Portfolio
Service Pipeline
Service Catalog
SOA & Design Coordination Overview
SD & SLM
SOA & Value
Value of a Service
Creating Service Value
Perception of Value
Framing Service Value
Supplier Management
Lesson: Service Offerings & Agreements Context
Relationships
Information
Metrics & Measures
Challenges
SOA Processes
Lesson: Service Offerings & Agreements Summary
SOA Summary
Checkpoint
Chapter 02 Review

Chapter 03 - SOA Processes 4h 5m

Lesson: Service Portfolio Management
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Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Service Portfolio
Service Portfolio & CMS
Other Portfolios
Designing the Service Portfolio
Service Portfolio Methods
SPM Initiation
Define
Option Space Tool
Analyze
Approve
Charter
Retiring Services
Triggers, Inputs & Outputs
Relationships
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Critical Success Factors
Challenges & Risks
Summary
Lesson: Service Catalog Management
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Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Service Catalog Views
Activities
Agree & Document Service Definition
Interace with Service Portfolio Management
Produce & Maintain Service Catalog
Interfacing
Service Catalog Example
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Critical Success Factors
Challenges & Risks
Summary
Lesson: Service Level Management
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities of Service Level Management
Activities of Service Level Management Process
SLA Frameworks
SLRs & SLAs
Improving Customer Satisfaction
Managing Underpinning Agreements

Service Reporting
Service Improvement Plan (SIP)
Service Reviews
Managing & Revising SLAs & UCs
Contacts & Relationships
Feedback
SLA Components
OLA Components
Triggers, Inputs & Outputs
Service Level Management Relationships
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Challenges & Risks
Service Level Management Summary
Lesson: Demand Management
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Purpose, Goals & Objectives
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Activity-Based Demand Management
Business Activity-Patterns
Patterns of Business Activity
User Profile
Matching UP to PBA
Demand Modeling
Managing Demand
Service Packages
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Summary
Lesson: Supplier Management
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Purpose, Goals & Objectives
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Concepts
Activities
Evaluate New Suppliers & Contracts
Supplier Evaluation
Contract Evaluation
Categorize Suppliers & Maintain SCMIS
Supplier Categorization Matrix
Establish New Suppliers & Contracts
Manage Supplier & Contract Performance
Renew/Terminate Contracts
Triggers, Inputs & Outputs
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CSFs
Challenges & Risks
Supplier Management Summary
Lesson: Financial Management

Introduction
Purpose, Goals & Objectives
Scope
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Financial Management Activities Overview
Process Activities
Accounting
Accounting Activities
Cost Models
Cost Centers & Cost Units
Cost Types & Elements
Cost Allocation
Chart of Accounts
Analysis & Reporting
Action Plans
Budgeting
Budgeting Activities
Charging Activity
Charging Policies
Chargeable Items
Pricing
Billing
Financial Management Cycles
Return on Investment
Triggers, Inputs & Outputs
Relationships
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Critical Success Factors
Challenges & Risks
Summary
Lesson: Business Relationship Management
Introduction
Purpose Goals & Objectives
Scope
Business Value
Policies, Principles & Concepts
Process Initiation
Customer
Service Provider
Triggers, Inputs & Outputs
Relationships
BRM the Lifecycle & Tools
Service Strategy
Service Design
Service Transition
Service Operation
Continual Service Improvement
Critical Success Factors
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Business Relationship Management Summary
Lesson: SOA Processes Summary
Checkpoint
Chapter 03 Review

Chapter 04 - Organizing, Technology & Implementation 41m

Lesson: Organizing for SOA

Who Does What to Whom?
The RACI Model
Functional Roles Analysis
Activity Analysis
Generic Roles & Responsibilities
Service Owner
Process Owner
Process Manager
Process Practitioner
SOA Roles & Responsibilities
Service Portfolio Management
Service Catalog Management
Service Level Management
Demand Management
Supplier Management
Financial Management
Business Relationship Management

Lesson: SOA Technology & Implementation

Technology & Implementation Considerations
Service Design – Technology & Design
Service Operation – Technology Considerations
Technology Implementation
Planning & Implementing Technology
Designing Technology Architectures
Implementation Considerations
Implementation Challenges, CSFs & Risks
Challenges
Risks
CSFs

Lesson: Organizing, Technology & Implementation Summary

Summary
Checkpoint
Chapter 04 Review
Course Closure

Total Duration: 5hrs 42m