

# ITIL® Intermediate

## Service Offerings and Agreements

### Course Description:

The ITIL® Service Offerings and Agreements (ITIL SOA) certificate is a free-standing qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management. The purpose of the ITIL Service Offerings and Agreements training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL Service Lifecycle core publications.

### Course and Learning Objectives:

Candidates can expect to gain competencies in the following:

- Overview of SOA processes and basic principles
- The value to the business of SOA activities
- How the SOA processes rely on a good business case
- How the SOA processes rely on a good understanding of return on investment (ROI)
- Processes across the service lifecycle pertaining to the service offerings and agreements curriculum
- SOA roles and responsibilities
- Technology and implementation considerations
- Challenges, critical success factors and risks

In addition, the training for this certification should include examination preparation, and a mock examination opportunity.

### Course Approach:

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Intermediate Service Offerings & Agreements certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace.

### Course Student Material:

Students will receive an ITIL® Service Offerings & Agreements classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

### Certificate:

ITIL® Service Offerings and Agreements

### Duration

3 days

### Languages:

Cantonese

### Prerequisites

An ITIL® Foundation certificate and preferably two years work experience in an IT Service Management environment.

### Target Audience

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Service Offerings & Agreements cluster of processes and functions.

### About the Examination:

Exam Format:

- Multiple choice examination questions
- Eight questions per paper

---

### Kenfil Hong Kong Ltd.

Enquiry: (852) 2864 2490 Email: [education@kenfil.com](mailto:education@kenfil.com) Website: [www.kenfil.com](http://www.kenfil.com)

- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book.