

## ITIL® CERTIFICATE IN SERVICE OFFERINGS AND AGREEMENT

The ITIL® Certificate in Service Offerings and Agreement is intended to enable the holders of the certificate to the ITIL® Foundation certificate in IT Service Management to apply the practices in resolution and support of the Service Management lifecycle.

### Target Group

The target group of the ITIL® Certificate in Service Offerings and Agreement is:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications.
- Individuals who require a deep understanding of ITIL® Certificate in the Service Offerings and Agreement processes and how it may be used to enhance the quality of IT service support within an organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement programme
- Operational staff involved in Service Portfolio Management; Service Catalogue Management; Service Level Management; Demand Management; Supplier Management; Financial Management and Business Relationship Management who wish to enhance their role-based capabilities.

This may include but is not limited to, IT professionals, business managers and business process owners.

### Learning Objectives

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the Service Offerings and Agreement curriculum
- Service Portfolio Management which provides documentation for services and prospective services in business terms
- Service Catalogue Management which is concerned with the production and documentation of the Service Catalogue from a business and a technical viewpoint
- Service Level Management which sets up a Service Level Agreement (SLA) structure and ensures that all SLAs have an underpinning support structure in place
- Demand Management which identifies Patterns of Business Activity to enable the appropriate strategy to be implemented
- Supplier Management which ensures all partners and suppliers are managed in the appropriate way and includes contract management



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- Financial Management which includes ensuring understanding of the service value and the management of all financial considerations
- Business Relationship Managers who have responsibility to represent customers and ensure the Service Catalogue and Portfolio have the right needs
- Operational activities of processes covered in other lifecycle phases such as Incident and Change Management
- Common Service Operation activities related to Service Offerings and Agreement
- Organizing for Service Operation which describe functions to be performed within Service Offerings and Agreement
- Service Offerings and Agreement roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks
- CSI as a consequence of effective Service Offerings and Agreement

### **Prerequisite Entry Criteria**

Candidates wishing to attend an accredited ITIL® Certificate in Service Offerings and Agreement shall:

- Hold an ITIL® V3 Foundation certificate in IT Service Management, or a V2-V3 Foundation Bridge Certificate
- Demonstrate familiarity with IT terminology and understand the context of Service Offerings and Agreement and management of their own business environment is strongly recommended.
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
  - o Service Portfolio Management
  - o Service Catalogue Management
  - o Service Level Management
  - o Demand Management
  - o Supplier Management
  - o Financial Management

It is strongly recommended that candidates read the ITIL Service Lifecycle Practices core publications prior to attending training for this certification.

### **Eligibility for Examination**

To be eligible for the examination leading to an accredited ITIL® Certificate in Service Offerings and Agreement, the candidate must fill the following requirements:

- Have completed at least 30 hours of study with an accredited training provider for this syllabus;
- Demonstrate 2 to 4 years professional experience on the ITSM market place;
- Have completed at a minimum 12 hours of personal study. Ideally, candidates should have read the pertinent areas of the ITIL Service Management Practice core guidance publications.



## Syllabus

Candidates for the ITIL® Service Offerings and Agreement certificate must have to complete all 12 course modules and successfully pass the corresponding examination to achieve accreditation.

The units cover the topics listed:

### 1. Introduction

This unit enables the candidate to understand, analyse and discuss the importance of Service Capability Stream: Service Offerings and Agreement in the context of the Service Lifecycle.

### 2. Service Portfolio Management

This unit enables the candidate to understand, analyse and discuss the principles of Service Portfolio Management.

### 3. Service Catalogue Management

This unit enables the candidate to understand, analyse and discuss the concepts of Service Catalogue Management and how it is integrated with the Service Portfolio.

### 4. Service Level Management

This unit enables the candidate to understand, analyse and discuss the Service Level Management process and deliverables.

### 5. Demand Management

This unit enables the candidate to understand, analyse and discuss Demand Management.

### 6. Supplier Management

This unit enables the candidate to understand, analyse and discuss the use of the Supplier Management process and the interfaces and dependencies of the process.

### 7. Financial Management

This unit enables the candidate to understand, analyse and discuss how Financial Management contributes to the Service Lifecycle Operation and understand the basic principles of Service Economics.

### 8. Business Relationship Management

This unit enables the candidate to understand, analyse and discuss the role of Business Relationship Management.

### 9. Service Offerings and Agreement Roles and Responsibilities

This unit enables the candidate to understand, analyse and discuss how Service roles and responsibilities contribute to Service Offerings and Agreement.

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**10. Technology and Implementation Considerations**

This unit enables the candidate to understand, analyse and discuss technology implementation as part of implementing service management process capabilities, and what special technology functions and features are related to Service Offerings and Agreement practices.

**11. Common service activities**

This unit enables the candidate to understand, analyse and discuss a set of operations activities performed in day-to-day service operations to ensure the technology is aligned with the overall service and process objectives.

**12. Continual Service Improvement**

This unit enables the candidate to understand, analyse and discuss continual service improvement throughout the entire service lifecycle. Service Offerings and Agreement

**Examination Format**

This syllabus has an accompanying examination with must be passed for the candidate to achieve the ITIL® Certificate in Service Offerings and Agreement

Exam Type: Nine (9) Complex ,multi-part, multiple choice scenario-based gradient scored questions Duration Maximum **90** minutes

Prerequisite: ITIL v3 Foundation Certificate or ITIL v2 Foundation plus Bridge Certificate and completion of an SO&A Course from and ITIL Accredited Training Provider.

Supervised: Yes

Open Book: No

Pass Score: 65% (6 of 9)

Distinction Score: 75% (7 of 9)

Paper Based Examination

**Contact us at:**

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