

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/72725

ITIL® Service Capability: Service Offerings and Agreements

Learn your service capability within ITIL Service Offerings and Agreements.

In this course, you will learn the practical aspects of the ITIL service lifecycle and processes associated with service offerings and agreements as they relate to services and service delivery. You'll focus on the operational-level process activities and supporting methods. In a sensible, experiential learning environment, this course uses an engaging case study-based approach to examine the core disciplines of ITIL best practices. The Service Offering and Agreements will help individuals understand the complexities of the ITIL lifecycle (Service design, service transitions, service operations, service strategy, and continual service improvement). After the course, you will be in an excellent position to successfully complete the associated exam. The exam will be offered on the last day of the course at 1:00 p.m.

The ITIL Service Offerings and Agreements course focuses on:

- Business relationship management
- Service portfolio management
- Financial management for IT services
- Demand management
- Service catalogue management
- Service level management
- Supplier management

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

What You Will Cover

- Importance of Service Management as a practice concept and Service Operation principals, purpose and objective
- Importance of ITIL Service Offerings and Agreements while providing service
- How all processes in ITIL Service Offerings and Agreement interact with other Service Lifecycle Processes
- The processes, activities, methods, and functions used in each of the ITIL Service Offerings and Agreement processes
- Use the ITIL Service Offerings and Agreement processes, activities, and functions to achieve operational excellence

- functions to achieve operational excellence
- Measure ITIL Service Offerings and Agreements
- Importance of IT Security and its contributions to ITIL Service Offerings and Agreements
- Technology and implementation considerations surrounding ITIL Service Offerings and Agreements
- Challenges, critical success factors, and risks associated with ITIL Service Offerings and Agreements

Who Should Attend

IT operations, technical, or IT management personnel requiring more information about ITIL best practices or anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

Special Feature

Prerequisites:

ITIL Foundation Certification (see seminar 72975)

Two to four years of relevant work experience

To prepare for the end-of-class exam, we recommend that you review the ITIL Service Strategy (2011 Edition, ISBN 9780113313044) and Service Design (2011 Edition, ISBN 9780113313051) and complete at least 12 hours of personal study

Schedule

- [5] days - \$3,295 Non Members
- [5] days - \$3,295 AMA Members
- [5] days - \$3,295 GSA

Credits

30 PDU

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