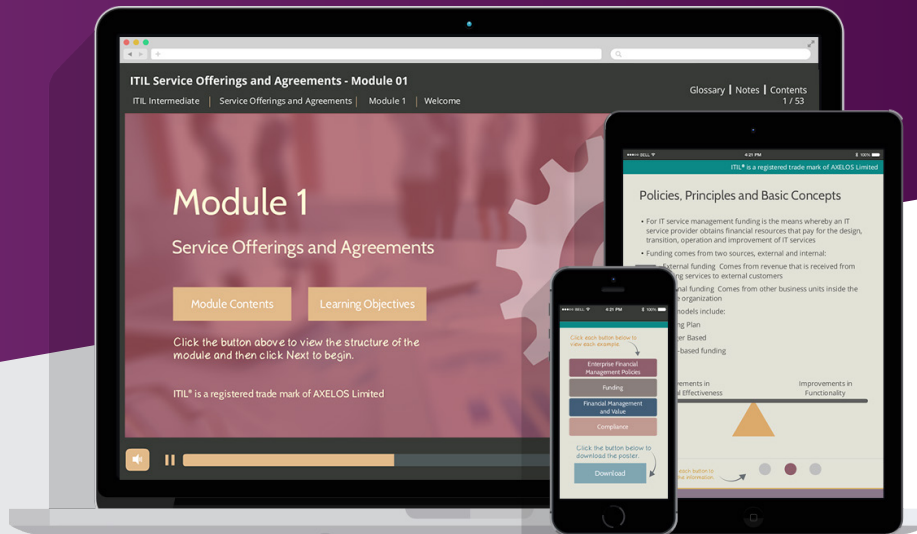


# ITIL® SERVICE OFFERINGS & AGREEMENTS (SOA)



## CREDITS AWARDED

4

## DURATION

30+ hours

## DELIVERY FORMAT

Online eLearning and offline app

## ACCESS

6 Months

## ACCREDITED BY

PeopleCert

## EXAM TYPE

Closed book multiple choice. FREE PeopleCert exam voucher included as well as mock exams and quizzes concluding each module.

## PREREQUISITES

ITIL® Foundation

## LANGUAGE

English



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A Collection of Relevant Practices from the core guidance. Service Offerings and Agreements focuses on the practical application of SOA practices in order to enable service portfolio, service catalogue, service level, demand, supplier and business relationship management and financial management for IT services.

## WHO SHOULD TAKE THIS COURSE

Study for a qualification in ITIL Service Offerings & Agreements (SOA) by taking an online training course from Good e-Learning!

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Service Offerings and Agreements at management level.

It will also benefit 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.

## ABOUT THIS COURSE

The ITIL Service Offerings and Agreements qualification is one of four ITIL Service Capability Courses and will provide you with guidance that focusses on the practical application of SOA practices in order to enable service portfolio, service catalogue, service level, demand, supplier and business relationship management and financial management for IT services.

This is an accredited, interactive e-Learning course for students who wish to become certified in ITIL SOA.

## ACCREDITATION

This course has been accredited by **PeopleCert**, who are licensed by AXELOS as an Examination Institute for the ITIL® Service Offerings & Agreements Certificate in IT Service Management.

**PeopleCert**®

All talents, certified.

## IS THERE AN EXAM?

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).