

ITIL® V3 Intermediate Qualification: Service Offerings and Agreements (SOA) CBT or eLearning

Pultorak & Associates' ITIL Version 3 (V3) Intermediate Qualification: Service Offerings and Agreements (SOA) Computer-Based Training (CBT) / eLearning Course offers an interactive, self directed learning experience that provides optimal flexibility and value for your training dollars. The real world experience of our team of experts has been captured in a multimedia training application that is designed to provide engaging content in a straightforward, no non-sense introduction to ITIL V3. We offer this 30-hour fully accredited course as a Web application or hosted on your eLearning system.

The SOA Certificate is a freestanding qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules leading to the ITIL Expert in IT Service Management Certificate.

The CBT / eLearning also includes job aids, handouts, the official syllabus and sample exams, as well as the ITIL Glossary.

Optional Certification Examination

Upon completion of the course, candidates may sit the optional ITIL V3 Intermediate Qualification examination leading to the ITIL Intermediate Qualification: SOA Certificate. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a complex multiple choice format and consists of eight (8) scenario-based, gradient scored questions. Each question will have four possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. Proof of attendance at an accredited training course will be required prior to taking the exam.

Participant Prerequisites

Participants who wish to be eligible for the examination should provide documentary evidence prior to the course that they hold the ITIL Foundation Certificate (the V3 Foundation or V2 Foundation plus Bridge Certificate). It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification.

For more information, contact
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Technical Requirements

Computer-based / Web-based solution – Flash Player 6.0.79 or later (Flash Player 7 or later recommended), and one of the following browsers:

- Windows: Internet Explorer 6 and later, Firefox 1.x and later, Safari 3 and later, Google Chrome, Opera 9.5 and later
- Macintosh: Safari 3 and later, Firefox 1.x and later, Google Chrome
- Linux: Firefox 1.x and later

Learning Management Systems – The solution is compatible with SCORM compliant learning management platforms.

Course Outline

- Introduction to Service Offerings and Agreements
- Service Portfolio Management Process
- Service Catalog Management Process
- Service Level Management Process
- Demand Management Process
- Supplier Management Process
- Financial Management Process
- Business Relationship Manager Role
- Service Offerings and Agreements Roles and Responsibilities
- SOA Technology and Implementation Considerations
- Summary, Exam Preparation, and Directed Studies

Why Choose Pultorak CBT / eLearning Courses?

Instructional Design – Designed with an education methodology that gives special consideration to how adults learn.

Real-world Expertise – The course maps the concepts back to real-world scenarios.

Learning Reinforced – Interactive activities and quizzes.

Expert Support – Access experts and user forums to assist participants.

Value – Instructional Design at a Low Cost

Compared with instructor led training, CBT / eLearning provides a tremendous value in overall cost for the organization and a flexible learning option for the student.

Cost

Computer-based / Web-based Solution - \$257 per seat for this 30-hour CBT / eLearning course

Hosted on your Learning Management System – priced upon request
Pricing valid as of August 2008 and subject to change

For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, info@pultorak.com, or visit our website at www.pultorak.com.

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