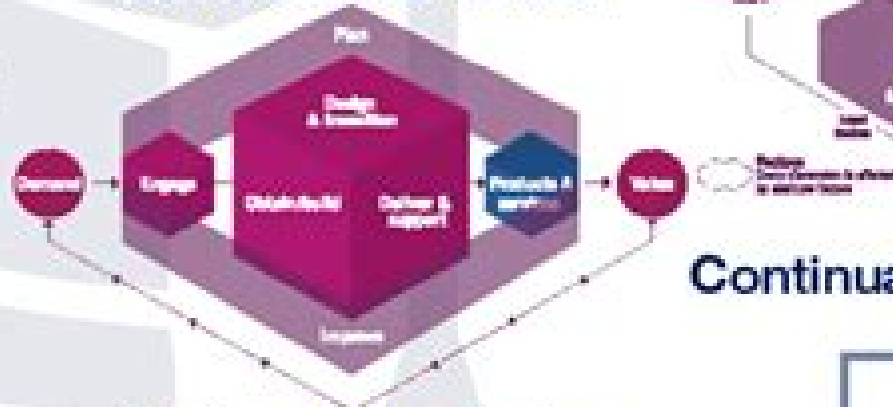


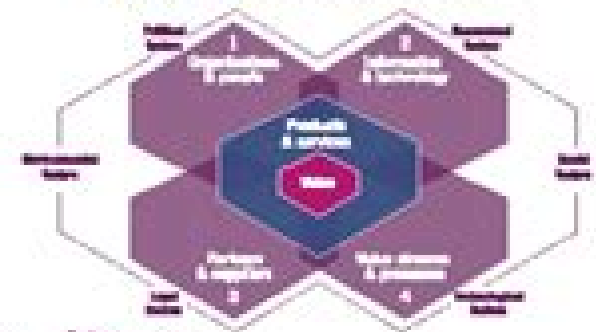
## Guiding Principles



## Service Value Chain



## Four Dimensions



## Continual Improvement

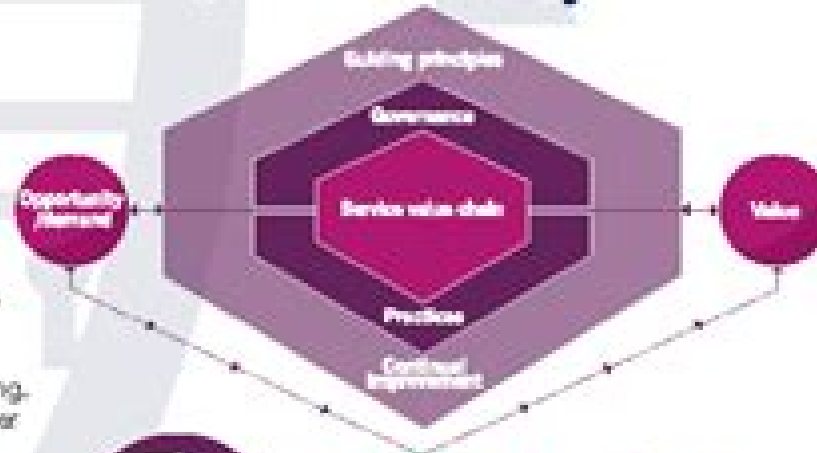


## What is service?

A **service** is a means of enabling value co-creation by facilitating outcomes that customers want to achieve without the customer having to manage specific costs and risks.

- **Value** is the perceived benefits, usefulness, and importance of something.
- An **outcome** is a result for a stakeholder enabled by one or more outputs.
- **Cost** is the amount of money spent on a specific activity or resource.
- **Risk** is a possible event that could cause harm or loss, or make it more difficult to achieve objectives.

## Service Value System



## Utility/Warranty

**Utility** is the functionality offered by a product or service to meet a particular need.

•What a service does (fit for purpose)

**Warranty** is the assurance that a product or service will meet agreed requirements.

•How a service performs (fit for use)



# Itil Soa Study Guide

**Christoph Mueller, Winfred Assibey-Bonsu, Ernest Baafi, Christoph Dauber, Chris Doran, Marek Jerzy Jaszczuk, Oleg Nagovitsyn**

## **Itil Soa Study Guide:**

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[Itil V3 Service Capability Soa Certification Exam Preparation Course in a Book for Passing the Itil V3 Service Capability Soa Exam](#) Ivanka Menken, Tim Malone, Gerard Blokdijk, 2009 This self study exam preparation guide for the ITIL V3 Service Capability SOA certification exam contains everything you need to test yourself and pass the Exam including all the processes and inputs and outputs Exam topics are covered and insider secrets complete explanations of all ITIL V3 subjects test tricks and tips numerous highly realistic sample questions and exercises designed to strengthen understanding of ITIL V3 concepts and prepare you for exam success on the first attempt are provided Can you imagine valuing a book so much that you send the author a Thank You letter Tens of thousands of people understand why the material by The Art of Service is a worldwide best seller Is it their years of ITIL experience The endless hours of ongoing research The interviews with those who failed the exam to identify gaps in their knowledge Or is it the razor sharp focus on making sure you don't waste a single minute of your time studying any more than you absolutely have to Actually it's all of the above This book includes new exercises and sample questions never before in print Offering numerous sample questions critical time saving tips plus information available nowhere else this book will help you pass the ITIL V3 Service Capability SOA exam on your FIRST try Done the ITIL V3 Service Capability SOA course up to

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**ITIL Service Offerings and Agreements (SOA) Full Certification Online Learning and Study Book Course - the ITIL Intermediate SOA Capability Complete Certification Kit - Third Edition** Ivanka Menken, 2011 The first and second edition of this book and its accompanying eLearning course are regarded as a classic in its field Now in an expanded and updated version of The Art of Service s book the authors once again present a step by step guide to getting your ITIL SOA Certificate Who Knew ITIL Certification E Learning This Quick and Easy Could Make You Look This Good On demand eLearning Don t pay over 3 000 00 for a 5 day class room based course you are out of touch with your work for 5 days and including the course fee the costs are insurmountable Take the online learning option instead and study at your own pace Course Description This online learning course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery The main focus of this course is on the SOA process activities and supporting methods and approaches to executing these processes in a practical hands on learning environment This training is intended to enable the holders of the certificate to apply the practices in Service Offerings and Agreements of the Service Management Lifecycle This course uses an engaging interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam the APMG Intermediate Level Certificate Service Offerings and Agreements Learning Objectives At the end of this course the learner will gain competencies in Understanding Service Management as a Practice and how the processes within Service Offerings and Agreements support the Service Lifecycle Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in scope processes interact with other Service Lifecycle processes The activities methods and functions used in each of the Service Offerings and Agreements processes The application of Service Offerings and Agreements processes activities and functions to achieve operational excellence How to measure Service Offerings and Agreements performance The importance of IT Security and how it supports Service Offerings and Agreements Understanding technology and implementation requirements in support of

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**Modern Techniques for Successful IT Project Management** Shang Gao,Lazar Rusu,2015-01-31

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Itil V3 Service Capability Soa Gerard Blokdijs,Ivanka Menken,2009

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**Service offerings and agreements ITIL V3 intermediate capability handbook** Alison Cartlidge, Stationery Office, Janaki Chakravarthy, ITSMF UK, 2010-11-08 This guide provides a quick reference to the processes covered by the ITIL V3 SOA syllabus It is designed as a study aid for students taking the ITIL Capability qualification for SOA and as a handy portable reference source for practitioners who work with these processes

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