

# Agree and Define Practitioner Course Fact Sheet

5 Days | Classroom | ITL1041

IT Infrastructure Library (ITIL) is a collection of Best Practices for the management and delivery of IT services and IT infrastructure. Because of decades of constant revision, these Best Practices have become a de-facto standard for the IT departments of all types of organizations. These Best Practices cover key Service Management processes, such as Incident Management, Problem Management, Release Management, Change Management, Service Level Management, Financial Management, Service Continuity Management, and Availability and Capacity Management.

ITIL also recommends the concept of a Service Desk that is designed to improve the function of the conventional Help Desk. The core ITIL guidelines are currently available in a series of eight books.

ITpreneurs' ITIL courses take an intensive, IT Process Competence training solutions approach. The courses provide the learner with the essentials of the best practices of ITIL processes adopted worldwide. ITpreneurs develops the courses using a customizable and integrated training program approach to enable a knowledge-driven learning process.

### ITL1041

## AGREE AND DEFINE PRACTITIONER COURSE

### Course Description

This course replaces the independent Service Level Management and Financial Management Practitioner Courses. In five days you will learn how to manage, organize and optimize the Agree and Define processes in an IT organization through interactive classroom training.

This course focuses on the implementation and management of the processes involved in delivering quality service to the customer at a justifiable cost to both the internal IT organization and to the customer. This includes the planning, implementation and continuous service improvement techniques specific to the Service Level Management and Financial Management processes. Unique to the clustered nature of this course, the student is guided through the holistic interactions of the Agree and Define processes.

### The key objectives of the Agree and Define Practitioner training are:

#### Managing

- ▶ Plan the key activities for the Service Level Management and Financial Management processes
- ▶ Plan the exchange of appropriate information relevant to managing the Agree and Define processes
- ▶ Initiate actions to ensure the key activities in the Agree and Define processes meet the objectives set
- ▶ Report on the effectiveness and efficiency of the activities in the Agree and Define processes

#### Organizing

- ▶ Organize the exchange of appropriate information with other processes
- ▶ Organize the exchange of appropriate information with Customers, end-users and suppliers
- ▶ Develop and maintain the procedures of the Agree and Define processes
- ▶ Define IT Services and maintain the Service Catalog
- ▶ Prepare the negotiation, agreement and maintenance of various agreements (SLA, OLA, UC)
- ▶ Participate in the budgeting activity
- ▶ Participate in the development of the IT Accounting System
- ▶ Participate in the development of the Charging System
- ▶ Participate in the creation of the financial reports

#### Optimizing

- ▶ Monitor and optimize the Agree and Define processes
- ▶ Propose service and process improvements, based on results of monitoring and/or reviews
- ▶ Plan and conduct audits of the Agree and Define processes
- ▶ Manage the ongoing financial operations and performance
- ▶ Participate in ongoing service management through the service review meetings

### Prerequisites

- ▶ The ITIL® Foundation certificate.
- ▶ Before taking the Practitioner examination, a candidate must have attended accredited training and completed the practical assignments successfully.
- ▶ Two years of relevant work experience.

## Learning Objectives

At the end of this course, you will be able to:

- ▶ Define the requirements and activities of an effective Service Level Management and Financial Management process
- ▶ Identify areas where the Agree and Define processes can be improved
- ▶ Describe the interrelated nature of SLAs, OLAs and UCs, and the requirements of the supporting technology required to monitor and verify attainment of service levels based on these commitments to service delivery
- ▶ Describe the budgeting, accounting and charging techniques of the Financial Management as applies to IT services
- ▶ Describe the requirements of communication at the appropriate level, with both customers and the IT organization
- ▶ Define the contents of effective management reports based on Key Performance Indicators for the Agree and Define processes
- ▶ Explain how the Agree and Define processes relate with other Service Support and Service Delivery processes

## Audience

ITIL® Process Practitioners and Process Owners.

## Course/Student Material

- ▶ Copy of visual aids used in the classroom
- ▶ Practice Exam and Assignments
- ▶ ITSM Handbook
- ▶ Required reference material for the class to be made available by the training organization for students during the classroom training: - ITIL Service Delivery (ISBN 0113300174)

## Course Organizational Logistics

- ▶ Up to 16 participants maximum (minimum 6 – 8 students)
- ▶ Classroom with U-shaped seating arrangement
- ▶ Minimum 1 break out room, preferred 2
- ▶ Whiteboard
- ▶ Flipchart
- ▶ Projector
- ▶ In case there are more than 12 students in the class it is required to have an additional instructor available for the classroom training

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## Agree and Define Practitioner Course

Certificate: The Practitioner's Certificate in IT Service Management – Agree and Define | Duration: 5 Days | Course Delivery: Classroom

### Course Agenda

Day 1	Day 2	Day 3	Day 4	Day 5
Introduction	Recap of Theory and Assignment from Day 1	Recap of Theory and Assignment from Day 2	Recap of Theory and Assignment from Day 3	Recap of Theory and Assignments from Day 4
ITIL Training Possibilities Exam Specifications Review	Theory: SLM	Theory: Financial Management (FM)	Theory: Process Relationships	Theory Review Session
ITIL/ITSM Overview				
Theory: Service Level Management (SLM)				
<b>LUNCH</b>				
Practical Assignment 1: Service Level Management	Practical Assignment 2 or 3: SLM	Practical Assignment 4 or 5: FM	Practical Assignments 6, 7, 8, 9 or 10: Integrated Processes	Sample Exam
Presentation of Assignment Results	Presentation of Assignment Results	Presentation of Assignment Results	Presentation of Assignment Results	Exam Review + Tips and Tricks
Feedback and Evaluation of Assignment Results	Feedback and Evaluation of Assignment Results	Feedback and Evaluation of Assignment Results	Feedback and Evaluation of Assignment Results	Evaluation of the Course
				Exam

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