

INFOSFT IT SOLUTIONS

Training | Projects | Placements

Revathi Apartments, Ameerpet, 1st Floor, Opposite Annapurna Block, Info

soft it solutions Software Training& Development 905968394,918254087

ITIL INTERMEDIATE SOA TRAINING

1 . Introduction to SOA

- Key concepts of SOA in the context of the ITIL service lifecycle
- Purpose, goals, and objectives of SOA
- Scope of SOA processes and roles

2. Service Portfolio Management

- Objectives, scope, and importance
- Activities, methods, and techniques
- Business relationship management and financial management interface

3. Service Catalog Management

- Objectives, scope, and importance
- Activities, methods, and techniques
- Relationship with service portfolio management

4. Service Level Management

- Objectives, scope, and importance
- Activities, methods, and techniques
- Relationship with business relationship management

5. Demand Management

- Objectives, scope, and importance
- Activities, methods, and techniques
- Relationship with financial management

6. Supplier Management

- Objectives, scope, and importance
- Activities, methods, and techniques
- Relationship with contract management

7. Financial Management for IT Services

- Objectives, scope, and importance
- Activities, methods, and techniques
- Relationship with demand management and business relationship management

8. Business Relationship Management

- Objectives, scope, and importance
- Activities, methods, and techniques
- Relationship with service level management

9. Roles and Responsibilities

- SOA roles and responsibilities
- Competence and training

10. Technology and Implementation Considerations

- Tools, technology, and implementation requirements
- Challenges, critical success factors, and risks

ADVANCE TOPICS :-

1: Introduction to Service Offerings and Agreements

- Purpose and Objectives
- Scope of SOA
- Context of SOA in the ITIL Service Lifecycle

2: Service Portfolio Management

- Purpose, Goals, and Objectives
- Scope and Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, Outputs, and Interactions
- CSFs and KPIs

3: Service Catalog Management

- Purpose, Goals, and Objectives
- Scope and Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, Outputs, and Interactions
- CSFs and KPIs

4: Service Level Management

- Purpose, Goals, and Objectives
- Scope and Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, Outputs, and Interactions
- CSFs and KPIs

5: Demand Management

- Purpose, Goals, and Objectives
- Scope and Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, Outputs, and Interactions
- CSFs and KPIs

6: Supplier Management

- Purpose, Goals, and Objectives
- Scope and Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, Outputs, and Interactions
- CSFs and KPIs

7: Financial Management for IT Services

- Purpose, Goals, and Objectives
- Scope and Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, Outputs, and Interactions
- CSFs and KPIs

8: Business Relationship Management

- Purpose, Goals, and Objectives
- Scope and Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, Outputs, and Interactions
- CSFs and KPIs

9: SOA Roles and Responsibilities

- Roles within SOA
- Responsibility for Service Management Processes

10: Technology and Implementation Considerations

- Technology and Tool Requirements
- Implementation Considerations
- Challenges, Critical Success Factors, and Risks