

# HP Education Services Course Description

ITIL Practitioner - Service Level Management (U8685S)



This course helps you understand the underlying conditions for good Service Level Agreements. A Service Level Agreement is a contract between an IT organization and a customer (organization) which describes the IT services to be delivered. You learn how to prepare, maintain, and negotiate Service Level Agreements with a customer. The 3-day course is 70 percent lecture and 30 percent hands-on.

## Audience

- IT staff responsible for executing tasks within the Service Level Management process, who require a formal qualification.
- IT staff who require training in order to perform in a Service Level Management role.
- Service managers who want in-depth practical knowledge about the Service Level Management process as described by ITIL (IT Infrastructure Library).
- Business analysts and other ITIL process managers with interest in the service level process.

## Prerequisites

- ISEB/EXIN ITIL Foundation Certificate for IT Service Management
- It is also advisable that the candidate has a minimum of one year's general IT experience and has at least one year's experience in an IT Service Level Management environment either as a practitioner, supervisor or manager

## Course Objective

Understand best practices in Service Level Management and be able to relate how these processes contribute to the quality of IT services.

## Benefits to You

- Develop sufficient knowledge for the ITIL Service Level Management Practitioners exam
- Use Service Level Management functions to maximize company bandwidth.
- Identify links to other ITIL processes.
- Effectively manage the relationship between parties involved in Service Level Agreements.
- Prepare, maintain, and negotiate Service Level Agreements for large and small business partners.

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**Course Title:** ITIL Practitioner - Service Level Management

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**HP Product Number:** U8685S

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**Category/Subcategory:** ITSM/ITIL

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**Course Length:** 3 Days

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**Level:** Intermediate

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**Delivery Language:** English

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**To Order:** You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

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**Next Steps:** ITIL Practitioner Courses

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**Next Steps:** ITIL Manager in IT Service Management courses: IT Service Support + IT Service Delivery and ITIL Service Manager one day Exam preparation.

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## Detailed Course Outline

### Introduction

- Training objectives
- Brief refresher on ITSM

### Implementing

- Service Level Management objective
- Planning for Service Level Management
- Creating the Service Catalog
- Define Service Level Agreements
  - Service Level Objectives, Service Level Requirements and Service Level Agreements
  - Operational Level Agreements and Underpinning Contracts
- Negotiate and agree on SLAs
- Implementing Service Level Agreements
- Delivering services according to agreements

### Maintaining

- Monitor SLAs achievements vs. targets
- Improving services delivered – Service Improvement Program (SIP)
- Quality of service parameters and performance reporting
- Management reporting

### Interrelationships and requirements

- Relationships and links with other ITIL processes
- Best practices and business benefits
- Common roadblocks

### Course program

- Theory
- Exercises and presentations
- Exam preparation

### Examination: The following areas are required knowledge for the exam

- Service Catalog
- Defining
- Service Level Agreement
- Monitoring
- Reporting
- Review

### The exam is offered by ISEB

- The exam offered by ISEB is a one hour closed-book multiple-choice paper consisting of 25 questions. The questions are case study based. The same case study is also used for the in-class practical assignment. The practical assessment is a 75 minute paper-based assignment based on a case study.

Each assessment (practical and written) counts as 50% of the overall assessment for the Certificate. Candidates achieving a combined total of 65% or greater in the combined Assignment and Examination will be awarded a pass, provided they achieve a minimum of 50% in each of the Assignment and the Examination.

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