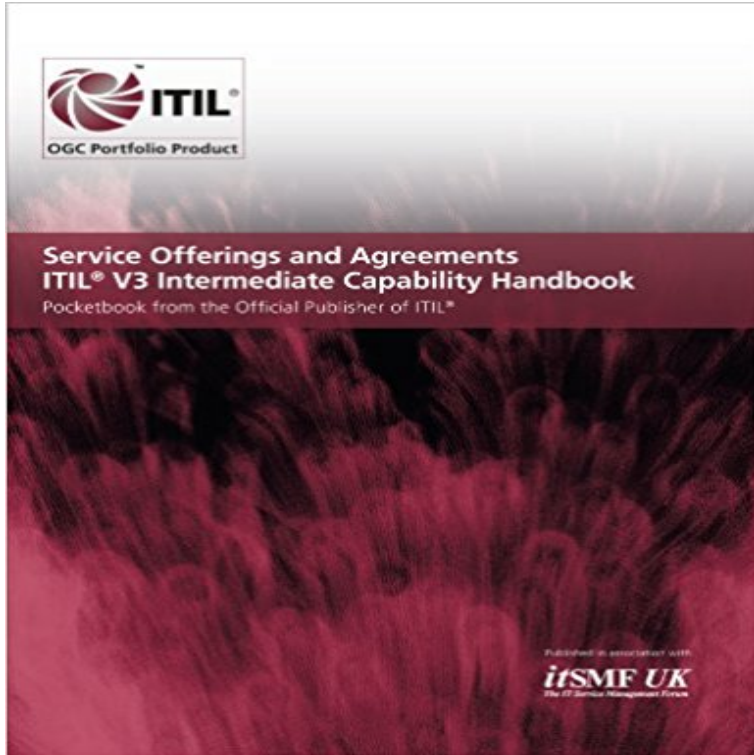


# Service Offerings and Agreements - ITIL V3 Intermediate Capability Handbook



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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