



To thoroughly understand the Service Operation stage within the ITIL® Lifecycle



Course Description

The ITIL® intermediate level course, Service Operation (SO), presents in detail the Service Operation stage of the service lifecycle. It outlines this stage from a theoretical point of view and provides useful information for managing the complete stage, emphasizing its challenges, risks and critical success factors.

The candidate who takes this course will be clear about the elements and processes that are involved in the Service Operation stage, besides he/she will have the knowledge needed to take the official certification exam.



Objectives

To share, prove and validate the knowledge in the industry practices in service management and in the strategy according to the documented in the ITIL's Service Operation publication.

The training course covers the concepts in a management level and the core information of the support activities within service operation, but not the specific details of each of the support processes.



Audience

This training course is aimed to:

- Chief information officers (CIOs).
- Chief technology officers (CTOs).
- Managers.
- Supervisory staff.
- Team leaders.
- Service operators.
- IT architects.
- IT planners.
- IT consultants.



Prerequisites

The participant who takes this training course and the certification exam must hold the ITIL® Foundation certificate. Certificate must be presented as evidence for exam registration.

It is also highly recommended that the participant:

- Is familiar with the IT terminology and understands the context of Service Operation within his/her own business environment.
- Has any experience in the service management field within a service provider environment.



Course characteristics

The course has the following characteristics:

- It is based on AXELOS' syllabus for the ITIL® Intermediate Service Operation Certificate.
- It is structured in thematic units, with a balance between theory and practice.
- Includes a sample exam, prior to the certification exam.
- Includes an official certification exam issued by AXELOS.
- A certificate of course completion is delivered.
- The length is 4 days.
- 8 additional hours of personal study during the course are recommended.
- Has a minimum requirement of 6 and a maximum of 25 participants.



Certification exam characteristics

The certification exam has the following characteristics:

- Includes 8 scenario-based questions.
- Each question has 4 possible answers with values allocated as follows: the best option is worth 5 points, the second best is worth 3, the third best is worth 1, and the last option is a distractor with 0 value.
- The length 90 minutes.
- A minimum of 28 out of 40 questions or 70% is required to pass.
- It can be paper-based or web-based. When it is paper-based, the results will be notified to the participant afterwards through email. When it is web-based, the participant will get the results immediately after finishing the exam.
- It is a closed-book exam.
- The participants who do not pass the exam can take it again any times with an extra cost.



Topics

The course topics are the following:

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| 1. Introduction to Service Operation | 8. Challenges, Critical Success Factors and Risks |
| 2. Service Operation Principles | 9. ITIL Qualification Scheme |
| 3. Service Operation Processes | 10. Exam Description |
| 4. Common Service Operation Activities | 11. Review, Evaluation and Examination |
| 5. Organizing for Service Operation | |
| 6. Technology Considerations | |
| 7. Implementation of Service Operation | |

Advantages offered by



Our instructors are certified in different ITSM disciplines and have extensive experience in:

- The design and implementation of IT service management processes based on industry best practices in public and/or private organizations.
- The selection, implementation and configuration of tools which support the IT processes.
- Teaching various ITSM courses in the academic and professional fields.
- Audits of IT service management systems.

The participant receives a high quality student handout.

More Information

For more information about this training course (dates, schedules, locations, costs, etc.) or any of the other ITSM training courses we offer, please contact us. We will be glad to assist you.

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