

# ITIL<sup>®</sup> v3 Service Lifecycle Service Operation

The ITIL<sup>®</sup> v3 Intermediate Qualification: Service Operation Certificate is a free-standing qualification, but also forms part of the ITIL<sup>®</sup> Intermediate Lifecycle stream and is one of the modules that lead to the ITIL<sup>®</sup> Expert Diploma in IT Service Management. The training course, associated exam and certificate aims to teach, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL<sup>®</sup> Service Operation publication. The course syllabus covers the management and control of the activities and techniques within Service Operation.

The programme is an intense study of how process efficiency and effectiveness play a critical role in the overall credibility that is afforded to the IT department, by business customers.

This is an intensive programme and evening work and studies will be required in order to adequately prepare for the internationally recognised exam.





# About the course

*We understand that people are a vital element of any effort to improve overall service delivery.*

*Most organisations recognise this, but very few have a structured solution to manage it.*

*We offer a variety of ITIL® Certifications and integrated workshops that prepare students to apply knowledge and techniques gained from our courses into real-world situations. Customised corporate training for your organisation is also available.*

## Duration

The programme is a full 3 day event, including exam preparation and the option to take the international examination at the end of the final day.

## Pre-Requisites

- Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the v3 Foundation or v2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission
- In order to gain access to the International exam, delegates need to have attended an accredited course with an accredited provider

## Target Audience

The main target group for the ITIL® Lifecycle: Service Operation (SO) Certificate includes, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of operation activities within the SO Lifecycle.

This course syllabus may also be of interest to:

- Individuals who require a detailed understanding of the ITIL® SO phase of the ITIL® core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within or about to enter a SO environment and require an understanding of the concepts, processes, functions and activities involved
- Individuals seeking the ITIL® Expert Diploma in IT Service Management for which this qualification is one of the advancement modules

## Course Outline

- Intro to Service Operation
- SO Principals and Processes
- Common SO Activities
- Organising SO: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

## Certification

- 8 complex multiple choice questions
- 90 minutes
- Maximum marks available: 40
- Pass Mark: 28 marks

Each answer is weighted according to its degree of correctness. 5 marks for the most correct, 3 marks for the next most correct and 1 mark for the least correct answer. One answer is a distracter worth 0 marks.

## Outcomes

- SO and its use in the Lifecycle and effect on the business
- The creation and management of the SO Processes
- To understand and effectively manage SO Functions such as Application Management, IT Operations Management, the Service Desk and Technical Management,
- Technology used and all required considerations for technology implementations
- All Challenges, Critical Success Factors and Risks around Service Operations and how to manage these

## Bookings and Enquiries

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