

ITIL Service Operation

Service Operation Certificate not just a free-standing qualification but also a part of the ITIL Intermediate Lifecycle stream. It is also one of the modules that leads to the ITIL Expert.

Course Description

Certificate in IT Service Management

The purpose of this training module and the associated exam and certificate is respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL Service Operation publication.

Course Objective

This qualification provides a complete management-level overview of Service Operation including all its related activities.

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- ▶ Introduction to service operation
- ▶ Service Operation principles
- ▶ Service Operation processes
- ▶ Common Service Operation activities
- ▶ Organizing for Service Operation functions
- ▶ Technology considerations
- ▶ Implementation of Service Operation
- ▶ Challenges, Critical Success Factors and Risks

Participants

The main target group for the ITIL Intermediate qualification Service Operation Certificate includes, but is not restricted to:

- ▶ Chief Information Officers (CIOs)
- ▶ Chief Technology Officers (CTOs)
- ▶ Managers
- ▶ Supervisory Staff
- ▶ Team Leaders
- ▶ Service Designers

- ▶ IT Architects
 - ▶ IT Planners
 - ▶ IT Consultants
 - ▶ IT Audit Managers
 - ▶ IT Security Managers
 - ▶ ITSM trainers involved in the ongoing management, co-ordination and integration of operation activities within the service lifecycle
 - ▶ Individuals who require a detailed understanding of the ITIL Service Operation stage of the ITIL Service Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
 - ▶ IT professionals working within or about to enter a Service Operation environment and requiring an understanding of the concepts, processes, functions and activities involved
 - ▶ Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL Certifications
 - ▶ Individuals seeking the ITIL Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
 - ▶ Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite
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Exam Prerequisites

To be eligible for the ITIL Intermediate qualification Service Operation examination, the candidate must have fulfilled the following requirements:

- ▶ At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme.
 - ▶ A basic IT literacy and around 2 years IT experience are highly desirable.
 - ▶ Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications).
 - ▶ It is also recommended that candidates should have completed at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Operation publication in preparation for the examination, specifically Chapter 2 : Service Management as a practice.
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Course Outline

LEARNING UNIT 1: Introductory lesson

Introduction to the concepts and technology in the field of Service Operation

LEARNING UNIT 2: Introduction to Service Operation

General Service Operation Principles

LEARNING UNIT 3: Service Operation Principles

Service Operation Processes

LEARNING UNIT 4: Service Operation Processes

Common Service Operation Activities

LEARNING UNIT 5: Common Service Operation Activities

► Service Operation Functions ► Service Operation Functions, Roles and Responsibilities and Organization Structures

LEARNING UNIT 6: Organizing for Service Operation

Covers Technology as part of implementing service management process capabilities

LEARNING UNIT 7: Technology Considerations

Covers how implementation consideration contribute to Service Operation

LEARNING UNIT 8: Implementing Service Operation

Service Operation Processes and the operational activities of processes covered in other Lifecycle phases

LEARNING UNIT 9: Challenges, Critical Success Factors & Risks

Service Operation Functions, Roles and Responsibilities and Organization Structures

LEARNING UNIT 10: Summary, Case studies, Exam Preparation and Directed

Exam Details

- Eight (8) Multiple Choice Questions
- Scenario based, gradient scored questions
- Each question will have 4 possible answer options, one of which is worth 5 marks, one is worth 3 marks, one is worth 1 mark and one is a distracter and achieves no marks
- Duration : 90 Minutes
- Prerequisite : ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- Completion of an Accredited course from an ITIL Accredited Training Provider
- Supervised : Yes
- Open Book : No
- Pass Score : 28/40 or 70%