

ITIL Intermediate: Service Operations

1. Plan important activities and functions of SO processes
2. Execute activities in SO and maintain stability in operations
3. Support Service operations
4. Gain knowledge of new models and architecture
5. Evaluate SO processes with critical success factor and KPI's and
6. Prepare for ITIL Service Operation Exam

Training includes

1. Introduction to SO terms
2. SO Processes and Functions
3. Mapping key considerations of best practices with service operations
4. Determining critical success factors in SO
5. Monitoring, Assessing Service Operation activities
6. Exam Preparation

Important Course Information

1. Pre course reading required
2. Approximately 1 hour of home study each evening
3. Course tuition includes the ITIL Intermediate Qualification: Service Operation Certification Exam, as well as overview maps that illustrate the ITIL lifecycle stages, serving to reinforce key concepts and functioning as valuable reference tools
4. The ITIL Foundation Certificate is required to attend this course and take the ITIL Certification Exam on the final day

Who Should Attend?

This course is valuable for those who want to achieve the ITIL Intermediate Qualification: Service Operation Certificate. The ITIL Foundation Certificate is required to attend this course and to take the ITIL Intermediate Service Operation exam on the final day.

Related Courses

1. ITIL Managing Across the Lifecycle Qualification
2. ITIL Intermediate: Service Strategy
3. ITIL Intermediate: Service Transition
4. ITIL Intermediate: Service Design
5. ITIL Intermediate: Continual Service Improvement
6. ITIL® Intermediate: Release, Control and Validation
7. ITIL® Intermediate: Planning, Protection and Optimization
8. ITIL® Intermediate: Service Offerings and Agreements

Training Hours

Days 1 - 2 Course Hours:	Day 3 Course Hours - Last Day:	Free Course Exam *:
9:00 a.m. - 5:30 p.m.	9:00 a.m. - 4:45 p.m.	3:15 p.m. - 4:45 p.m.
Two 15-minute breaks	Two 15-minute breaks	-
45-minute lunch	45-minute lunch	-