



Transforming The Way People Learn

ITIL® Service Operation (ITIL3SO) 2011 Edition



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT Service Management in the world. ITIL® is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

The aim of the course is to improve the way any organisation delivers the ITIL® Service Lifecycle. It will increase the knowledge and understanding of terminology, processes, activities and roles. It provides a detailed exploration of organisation and human aspects of ITIL® such as team functions and departmental operations and provides the opportunity to sit the ITIL® Lifecycle examination in Service Operation.

The ITIL® Intermediate Qualification: Service Operation Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate.

Course Content

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- Introduction to Service Operation
- Service Operation Principles
- Service Operation processes – Will look at the purpose and objectives, risks, challenges of each of the following processes – Event Management, Incident Management, Request Fulfillment, Access Management and Problem Management (Excluded are detailed knowledge of process activities, methods and techniques)
- Common Service Operation activities
- Organising for Service operation – functions
- Technology considerations
- Implementing and improving Service Operation
- Challenges, Critical success factors and Risks

Duration

This is an intensive three day course which includes the ITIL® Service Operation examination which takes place on the final day.

Pre-Requisites

Candidates must already hold one of the following:

- ITIL® Foundation certificate in IT Service Management
- ITIL® V2 Foundation plus the Foundation Bridge Certificate
- ITIL® Expert certificate in IT Service Management (achieved via Service manager or Practitioner bridging routes)

Accreditation

- Multiple-choice
- 90 minute duration
- 8 scenario-based, gradient scored questions
- 70% required to pass
- Closed-book
- This course provides 3 credits towards the ITIL® Expert Qualification in IT Service Management.



Target Audience

- Individuals who require an in depth 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 organisation
- IT Professionals working within, or about to enter a Service Operation environment and requiring an understanding of the concepts, processes, functions and activities involved

Scheduled Dates and Prices

See our latest public schedule for dates, venues and prices. Visit us at www.ilxgroup.com

Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **+44 (0)1270 611600** or email training@ilxgroup.com for further assistance.

For further information contact:

UK: Tel +44 (0)1270 611600 email training@ilxgroup.com
Australia: Tel +61 (0)2 9006 1222 email enquiries@ilxgroup.com.au
New Zealand: Tel +64 (0)9 363 9777 email enquiries@ilxgroup.co.nz
Netherlands: Tel +31 (0)70-3538227 email nederland@ilxgroup.com

South Africa: Tel +27(0)11 486 9349 email rsa@ilxgroup.com
Scandinavia: Tel +45 33377288 email danmark@ilxgroup.com
USA: Tel +1 (586) 203 8263 email sales.us@ilxgroup.com
UAE: Tel +971 4 313 2020 email uae@ilxgroup.com

www.ilxgroup.com/itil