
ITIL® V3 Intermediate Life Cycle-Service Operation Course Outline

PDU=21

Objectives

- Understanding Service Management as a Practice and Service Operation principles, purpose and objective
- Understanding how all Service Operation processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the Service Operation processes
- The roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- How to measure Service Operation performance
- Understanding technology and implementation requirements in support of Service Operation
- The challenges, critical success factors and risks related with Service Operation

Audience

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require understanding of the ITIL Service Operation phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- IT professionals working in or new to a Service Operation environment and requiring a detailed understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers.

Prerequisites

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Course Description

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Operation phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Duration

3 days (classroom)

Agenda

- Introduction to Service Operation
- Service Operation Principles
- Service Operation Processes
- Service Operation Technology related activities



- Organizing Service Operation
- Technology Considerations
- Implementation Considerations
- Exam Preparation / Mock Exam
- Exam

About the Examination:

- Evidence of ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate and completion of the Service Operation Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Operation book in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Upon successful passing of the ITIL v3 Service Operation Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.