

# ITIL® Lifecycle - Service Operation (SO)

Duration: 4 days

## COURSE DESCRIPTION

This 4-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.

## WHO SHOULD ATTEND

The Service Operation Lifecycle course will be of interest to:

- Individuals who have their ITIL Foundation Certificate and 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 and ITSM trainers involved in the ongoing management, coordination and integration of operation activities within the Service Lifecycle.

## LEARNING OBJECTIVES

Upon completion of this course and examination, the learner will gain competencies in:

- 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

**AGENDA**

- **Unit 1:** Course Introduction
- **Unit 2:** Introduction to Service Operation
- **Unit 3:** Service Operation Principles
- **Unit 4:** Service Operation Processes – Part 1
- **Unit 5:** Service Operation Processes – Part 2
- **Unit 6:** Common Service Operation Activities
- **Unit 7:** Organizing for Service Operation
- **Unit 8:** Technology Considerations
- **Unit 9:** Implementation of Service Operation
- **Unit 10:** Challenges, Critical Success Factors, and Risks
- **Unit 11:** Exam Preparation Guide

**ABOUT THE EXAMINATION**

- Evidence of ITIL Foundation Certificate or ITIL v2 Foundation + Foundation Bridge Certificate and completion of 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 syllabus can be downloaded from: <http://www.itil-officialsite.com>
- 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%
- Distinction pass score is under consideration

**CREDITS**

- Upon successful passing of the ITIL Service Operation Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.

**PREREQUISITES**

Candidates for this course must:

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



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