

ITIL® Service Operation Course

Certificate: ITIL Service Operation Course
(official exam)

Duration: 4 days

Delivery Format: Classroom, Virtual, Self-Paced

Target Audience

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, and any IT professional involved in the design of IT services.

Prerequisites

ITIL Foundation Certificate in IT Service Management is a mandatory prerequisite.

Exam

This course prepares participants for the examination leading to the *ITIL Intermediate Certificate: Service Operation*. A 90-minute exam is scheduled on the last day of the course. It consists of eight multiple choice, scenario-based, gradient scored questions. A passing mark of 70% is required to receive your certificate.

Credits

You will attain 3 ITIL credits and will attain 25 professional development units (PDUs) for Project Managers.

Course Description

This comprehensive official ITIL lifecycle certification course will provide you with critical knowledge and practical guidance on the service delivery and support phase within ITIL's service lifecycle model, viewed as the "factory" of IT.

Service Operation staff should have in place processes and support tools that provide an end-to-end view of Service Operation and delivery, rather than separate components such as hardware, software applications and networks. This overall view facilitates the detection of any threats or failures to service quality, and must be extended to encompass external aspects of service provision, including, where necessary, shared or interfacing processes and tools.

Learning Outcomes

- Review of Service Operation processes and their associated roles, responsibilities, challenges, risks and critical success factors, including:
 - Incident Management
 - Problem Management
 - Request Fulfillment
 - Event Management
 - Access Management
- Review of core Service Operation activities, including:
 - Monitoring and Control
 - Mainframe Management
 - Server Management and Support
 - Network Management
 - Database Management
 - Desktop Support
 - Internet/Web Management
 - Facilities and Datacenter Management

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We Also Recommend

- Lean IT Foundation
- ITIL Operational Support & Analysis

Learning Outcomes (Cont'd)

- Interaction of Service Operation processes with other Service Lifecycle processes
- Mapping of Service Operation functions to roles, responsibilities and activities
- Technology and implementation considerations for Service Operations

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