ITIL® SERVICE OPERATION eLEARNING CERTIFICATION COURSE

Practical Guidance and Knowledge on the Service Delivery and Support Phase

Cost: $675 per student (includes exam voucher)

ITIL Service Operation (SO) is an intermediate level qualification and is one of five ITIL Service Lifecycle modules, covering the design of IT services and how to plan, implement and optimize service operation service delivery and support organization.

Delivery	e-Learning	Mock Exam:	Included in Course (x2)
Certificate:	Examination (included)	Duration:	21 hours, self-paced
Accredited By:	PeopleCert	Language:	English

Course Overview

The ITIL Service Operation qualification is one of five ITIL Service Lifecycle Courses and will provide you with guidance that focusses on the coordination and execution of activities that enable the ongoing management and operation of the products or services developed or implemented during the service strategy, design and transition phases of the IT Service Lifecycle as well as any technology and support resources that are used to deliver them.

There are 2 objectives of this course. The first is to gain an introductory overview of the Service management lifecycle, its key processes, roles etc. You also want to pass the exam! It is the aim of the course to satisfy both.

Who Should Take This Course?

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Service Operation at management level, but not specific details about each of the supporting processes.

It is also suitable if you have completed the ITIL Foundation certificate, and you are wishing to advance to higher level ITIL certifications.

Examination

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam. The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL Service Operation Certificate in IT Service Management.