# ITIL® Intermediate Service Operation Class

**Certificate:** ITIL® Service Operation Lifecycle
**Duration: 3** days
**Delivery:** Classroom, Virtual Classroom
**Accreditor:** PEOPLECERT
**Credits: 3** Credits to ITIL Expert
**PMI® PDUs: 22**

## Course Description:

This 3-day course immerses participants in the overall concepts, processes, policies and methods associated with the Service Operation module of the ITIL Intermediate Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Operation stage, An engaging scenario-based approach is used to learn the core disciplines of the ITIL best practice and positions the student to successfully complete the associated ITIL® Service Operations Lifecycle exam. This course is of special interest for ITIL Foundation certified professionals extending their qualifications to ITIL Expert (and later ITIL Master) level for which this qualification is a prerequisite.

## Audience:

- Applications Support
- IT Operations Manager
- Service Desk and Incident Manager
- Network Support
- Security Manager
- Many other operational managers in IT (e.g. Incident, Problem and Even Managers)

**Learning Objectives:** At the end of this course, you will be able to:

- Understand the importance of Service Management as a practice.
- Understand the importance, principles, purpose, and objectives of Service Operation.
- Learn how all processes in Service Operation interact with other Service Lifecycle processes.
- Recognize subprocesses, activities, and functions used in each Service Operation process.
- Recognize the roles and responsibilities within Service Operation and the activities and functions necessary to achieve operational excellence.
- Learn how to measure Service Operation.
- Understand the technology and implementation considerations surrounding Service Operation.
- Outline the challenges, CSFs, and Risks associated with Service Operation.

## Prerequisites:

Participants need to attain the ITIL® Foundation certificate. In addition, around 2 years of IT experience is desirable.

**Course Student Material:** Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:
● Internet is required only for downloading the eBook. The eBooks can be read offline.
● eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
● Instructions for download and activation are available here.

**About the Examination:**
● Multiple choice: 4 answers worth 5, 3, 1, 0 marks.
● 8 scenario based questions
● 28 marks required to pass (out of 40 available) - 70%
● 90 minutes' duration
● Closed book

**Course Agenda:**

| Day1 | Day2 | Day3 |
|---|---|---|
| Course Introduction | Service Operation Processes – Part 2 | Organizing for Service Operation |
| Introduction to Service Operation | Common Service Operation Activities | Technology Considerations |
| Service Operation Principles | Organizing for Service Operation | Implementation of Service Operation |
| Service Operation Processes – Part 1 | Homework (review of day's material) | Challenges, Critical Success Factors, and Risks |
| Service Operation Processes – Part 2 | | Exam Preparation/Mock Exam |
| Homework (review of day's material) | | |

**Syllabus**:
http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx

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