



# ITIL Lifecycle: Service Operation (SO)

Course ID#: 1095-273-32-Z

24 Hrs

## Course Content

### Course Description:

This course is intended for those involved in or requiring a deep understanding of Event Management and monitoring, Incident Management and service restoration, Request Fulfillment, Problem Management and root cause analysis, Access Management. We also cover the fundamental aspects of communication and stakeholder management, organization of Service Desk, Technical Management, and Application Management and the use of underpinning tools and technologies.

### Audience:

- 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
- Individuals who require a detailed understanding of the ITIL Service Operation phase of the ITIL Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working within or about to enter a Service Operation environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals seeking the ITIL Expert™ 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

### Instructors:

Instructors for this course are ITIL Experts™ and / or Service Operation Certified and have successfully completed ITSM Academy's Service Operation Train-the-Trainer Program.

### Pre-requisites:

Students attending this course will already hold the ITIL® Version 3 Foundation Certification in IT Service Management - obtained through ITIL® V3 Foundation or Foundation Bridge Course.

### Pre-preparation:

Learners must complete at least 21 hours of personal study by reviewing the Service Operation publication: The Service Operation exam is a very challenging test. Upon registration, learners will be provided a pre-course reading list. Learners will be expected to read the case study and process chapters from the appropriate ITIL® book - Service Operation - before the first class date...a minimum 21 hours of personal study.



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## At Course Completion:

Students will earn or be prepared to take exams for the following credentials:

- ITIL Expert™  
Earn 3 credits of the 22 required to achieve the ITIL Expert Certification.
- Project Management Institute (PMI) Professional Development Units (PDUs):  
You will earn 22 contact hours or PDUs for PMI upon completion of this course.
- Exam & Certification:  
Successfully passing the 90 minute, exam consisting of eight (8) complex, multi-part, multiple choice scenario-based gradient scored questions leads to the ITIL Intermediate Qualification: Service Operation Certificate.

## Topics:

**Introduction to Service Operation**

**Service Operations Principals**

**Service Operation Processes**

**Common Service Operation Activities**

**Organizing Service Operation: Functions**

**Technology Considerations**

**Implementation Considerations Challenges, Critical Success Factors and Risks**