

## **Practice Exam - Service Operation (SO)**

**Modality: Self-Paced Learning**

**Duration: 30 Min**

### **About the exam:**

ITIL Service Operation (SO) examination is designed for pupils who want a good knowledge of the ITIL® SO (service operation) level of the life cycle of the ITIL® service along with the process it can be run to enhance the calibre of the IT service department in any organization.

IT professionals working or pursuing their careers with a service operation work environment and seeking a know how of the concepts, processes, activities, as well as the functions incorporated.

### **Targeted Audience:**

- Who wants to pursue his career as an IT officer

### **Prerequisites:**

- Should have got foundation level certified
- Furthermore, must have a solid IT knowledge and capabilities and about 2 years of work experience in IT.

### **Certifications:**

This exam is one of the five components of ITIL Service Life cycle program to get ITIL Intermediate Accreditation.

### **Recommended Prerequisite Courses:**

None