

Practice Exam - Service Operation (SO)

Modality: On Demand

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