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**Learning Style:** On Demand

**Technology:** ITIL®

**Difficulty:** Intermediate

**Course Duration:** 6 Hours

## ITIL® Service Operation (SO)



### ***About this course:***

This is an intermediate level certification course. The course essentially tackles the concepts of principles, processes, operational activities and functions that give organizations and individuals opportunity to successfully manage the performance of their products and services. This is ITIL® Intermediate Service Operation (SO)

exam-prep course (exam to be purchased separately). The course gives a really productive training to the students so that they are ready for the ITIL® Intermediate Module - Service Operation exam.

On average, a Network & Server Infrastructure specialist earns \$95,000 per annum.

### ***Learning objectives:***

The course has the following learning objectives:

- Making plans for important activities for ITIL® Service Operation processes
- Keeping stability in SO and permitting changes in design, scale, scope, and service
- Aiding operations with latest models and structures
- Assess SO processes with essential success factors and KPIs

### ***Audience:***

The course has been designed for the following groups:

- Those who want to have an extensive understanding of the ITIL® service operation stage of the ITIL® service lifecycle and ways in which it can be incorporated to improve the quality of IT service provision within an enterprise
- IT professionals: those who are working within or are soon entering a service operation environment and want sufficient understanding of the concepts, processes, functions and activities involved
- Those who already have the ITIL® Foundation Certificate in IT Service Management and now want to move up to the advanced level ITIL® certifications
- Those want the ITIL® Expert Certification in IT Service Management for which this qualification can serve as a requirement course
- Those want to make advancements in their career toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert qualification serves a requirement course

### ***Requirements:***

It is important to fulfill these requirements before taking the course:

- Possessing the ITIL® Foundation Certificate in IT Service Management, or any equivalent qualification, that has to be submitted as an evidence to get the admission in this course
- Must have taken a credible training course. Apart from this, it is better that students have fundamental IT literacy skills and have almost 2 years IT relevant experience. Furthermore, it is recommended that students have done at least 21 hours of personal study by going through the syllabus and the ITIL® Service Operation publication in order to be fully ready for the exam

## **Course Outline:**

### **Introduction to service operation**

- The core concepts and terminology of service operation in relation to the execution and co-ordination of the activities and processes required to deliver, manage and support services at agreed levels to business users and customers

### **Service operation principles**

- Service operation principles and all aspects related to operations including achieving balance in service operations, providing good service, involvement in other lifecycle stages and operational health Service operation processes
- The managerial and supervisory aspects of the ITIL® processes covered in the service operation stage, excluding the day-to-day operation of the processes (covered in the Operational Support and Analysis Capability module)

### **Common service operation activities**

- The activities commonly performed in service operation

### **Organizing for service operation**

- The organization of service operation through the service operation functions of service desk, technical management, IT operations management and application management, mapping these functions to roles, responsibilities and activities as well as organizational structures

### **Technology considerations**

- This unit covers technology as part of implementing service management process capabilities and the special technology functions and features that are related to service operation practices

### **Implementation of service operation**

- How implementation considerations contribute to service operation

### **Challenges, critical success factors and risk**

- The challenges and risks facing service operation and how critical success factors (CSFs) contribute to service operation