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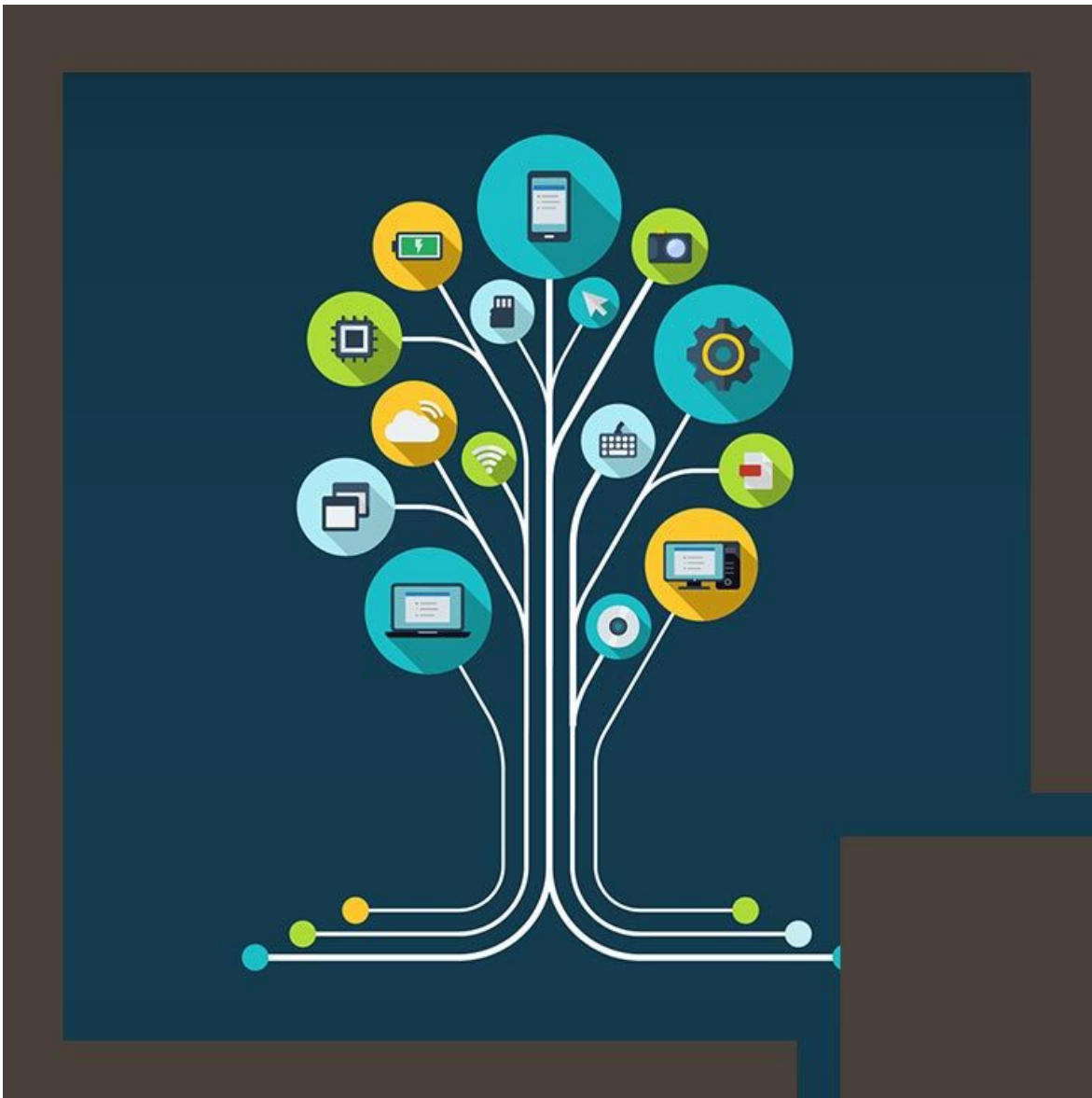
Learning Style: Virtual Classroom

Provider: ITIL®

Difficulty: Intermediate

Course Duration: 3 Days

ITIL® Service Operation (ITIL®-SO)

If you enroll in this course you will receive a Free Official Exam Voucher for the ITIL®-SO Exam, provided you submit your ITIL Foundation Certificate.

About this course:

This IT Ops training program aims at preparing and testing students' knowledge of the ITIL® Service Operation. The course also helps students train for the examination while also preparing them for the ITIL® Expert Certificate. Completing this course will not only get you relevant experience in service management but also get you the much valued ITIL® certification. We have accredited professionals in place conducting the course helping you earn 3 credit points.

Note**:** We will be conducting the ITIL® Certification Exam on the last day of the program and if by any chance you miss the exam, we will not be held responsible. In such a scenario, you will need to purchase and arrange things on your own by getting in touch with a service provider in your area.

Course Objectives:

- Introduction to service operation
- Service operation principles
- Service operation processes
- Common service operation activities
- Organizing for service operation
- Technology considerations
- Implementation of service operation
- Challenges, critical success factors and risks

Audience:

- Individuals who require a detailed understanding of the ITIL® service operation stage of the ITIL® service 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 who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- Individuals seeking the ITIL® Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite.

Prerequisites:

- Hold the ITIL® Foundation Certificate in IT Service Management (or equivalent) which must be presented as documentary evidence to gain admission

- Attend an accredited training course In addition, it is desirable that students have a basic IT literacy and around 2 years IT experience and it is recommended that students complete at least 21 hours of personal study by reviewing the syllabus and the ITIL® Service Operation publication in preparation for the examination.

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

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