



The ITIL Intermediate Qualification: Service Operation (SO) Certificate is part of the ITIL Intermediate Lifecycle stream and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

COURSE COMPETENCIES

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Service Operation
- Service Operations Principals
- Service Operation Processes
- Common Service Operation Activities
- Organising Service Operation: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks.

COURSE STRUCTURE

This 4 day course immerses students in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Service Operation. Focusing on the process elements that align business and IT, SO aims to link IT deliverables to meeting the business goals, requirements and service management principles. Participants will be provided with practical and hands-on learning experiences using a scenario-based approach.

EXAMINATION

The exam comprises 8 multiple-choice, scenario-based, gradient scored questions. A pass mark of 28/40 or 70% is required to successfully pass the closed-book exam. Duration is 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary), which shall be presented as documentary evidence to gain admission.

WHO SHOULD ATTEND

- 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 strategising activities within the Service Lifecycle.
- Any IT Professional working in a SO environment who requires a detailed understanding of the concepts, processes, functions and activities involved.

PRE-REQUISITES

- ITIL v3 Foundation Certificate (or the ITIL v1/v2 Foundation + v3 Foundation Bridge certificate)

Introduction and Overview

- The purpose, objectives and scope of SO
- The approach to, and functions of, SO
- The interfaces with other ITIL Lifecycle stages

Service Operation Principles

- Organisational issues including: functions, groups, teams, department and divisions
- Achieving balance in Service Operations
- Providing service
- Involvement in design and transition
- Operational health
- Communication
- Documentation

Service Operation Processes

The managerial and supervisory aspects of the ITIL processes covered in the Service Operation stage – but excluding the day to day operation of the processes which is covered in the Operational Support and Analysis Capability module. Event Management

- Incident Management
- Request Fulfilment
- Problem Management
- Access Management

Operational activities covered in other lifecycle phases:

- Change Management
- Configuration Management
- Release Management
- Capacity Management
- Availability management
- Knowledge Management
- Financial Management
- IT Service Continuity Management

Common Service Operation Activities

- Monitoring & Control
- IT Operations & Mainframe Management
- Server Management & Support
- Network Management
- Storage & Archive
- Database Management
- Directory Services Management & Desktop Support
- Middleware Management
- Internet/Web Management
- Facilities & Data centre Management
- IT Security Management in relation to SO
- Improvement of Operational Activities

Organising Service Operation

The Service Operation functions and mapping them to roles, responsibilities and activities. It will also cover Service Operation Organisational structures. You will understand:

- Functions
 - Service Desk
 - Technical Management
 - IT Operations Management
 - Application Management
- Roles and responsibilities
- Service Operation organisational structures

Technology Considerations

Technology, tools and telephony requirements for the Service Operation processes and activities, including:

- Generic Requirements
- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- Service Desk

Implementation Considerations

- Managing Change in Service Operations
- Service Operation and Project Management
- Assessing & Managing Risk in Service Operations
- Operational Staff in Design & Transition
- Planning & Implementing Service Management Technologies

Challenges, Critical Success Factors and Risks

The challenges and risks facing Service Operation and how Critical Success Factors contribute to Service Operation.

Summary and Exam Preparation