

Course Description:

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Operation phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Learning Objectives:

- Upon completion of this course and examination, the learner will gain competencies in:
- Understanding Service Management as a Practice and Service Operation principles, purpose and objective
- Understanding how all Service Operation processes interact with other Service Lifecycle processes
- The sub processes, activities, methods and functions used in each of the Service Operation processes
- The roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- How to measure Service Operation performance
- Understanding technology and implementation requirements in support of Service Operation
- The challenges, critical success factors and risks related with Service Operation

Prerequisites:

- Hold an ITIL Foundation Certificate
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Credits:

- Upon successful passing of the ITIL Service Operation Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 21