

ITIL[®] Service Operation Lifecycle Classroom

Certificate: ITIL[®] Service Operation Lifecycle

Duration: 3 days

Course Delivery: (Virtual) Classroom, Exam

Course ID: ITL9338

Language: English

Credits: 3 Credits to ITIL Expert

PMI[®] PDUs: 24

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.

The Service Operation Lifecycle course will be of interest to:

- Individuals who have their ITIL Foundation Certificate and who want to pursue the intermediate and advanced level ITIL certifications
- Individuals who require understanding of the ITIL Service Operation phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working in or new to a Service Operation environment and requiring a detailed understanding of the concepts, processes, functions and activities involved
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted to): 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 operation activities within the Service Lifecycle

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 subprocesses, 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

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- Understanding technology and implementation requirements in support of Service Operation
- The challenges, critical success factors and risks related with Service Operation

Course Logistics:

- A maximum of 18 people can attend this course with 1 instructor
- Classroom with U-shaped seating arrangement
- 2 break out rooms where available
- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 A.M. – 5:00 P.M. each day – the exam can be schedule from 3:30 P.M. – 5:00 P.M. on the last day

Prerequisites:

- Candidates for this course must:
- Hold an ITIL Foundation Certificate or ITIL
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Course Material:

Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

Examination:

- Evidence of ITIL Foundation Certificate or ITIL v2 Foundation + Foundation Bridge Certificate and completion of Service Operation Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Operation book in preparation for the examination
- The syllabus can be downloaded from: <http://www.itil-officialsite.com>
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum of 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)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks
- Pass score is 28/40 or 70%

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) = 24



Agenda:

Day 1	Day 2	Day 3
1. Introduction	4. Service Operation Processes Part 2	6. Operating Service Operation
2. Service Operation principles	5. Common Service Operation Activities	7. Technology Considerations
3. Service Operation Processes Part 1		8. Implementing Considerations
Lunch		
3. Service Operation Processes Part 1	5. Common Service Operation Activities	8. Implementation of Service Operations
4. Service Operation Processes Part 2	6. Organizing Service Operation	9. Challenges, CSF and Risks
		10. Exam Preparation/Mock Exam
		Exam
Homework (Review of the Day's Materials)		

Ordering Options:

Description	Course
Service Operation Lifecycle Course – Materials printed by ITpreneurs	ITL9338MPI
Service Operation Lifecycle Course – Materials printed by partners	ITL9338MPP
Service Operations Lifecycle – Online Premium exam	ITL9338XO
Service Operations Lifecycle – Paper Premium exam	ITL9338XP
Service Operation Lifecycle – Online exam	ITL1380 XO
Service Operation Lifecycle– Paper exam	ITL1380 XP
Service Operation Lifecycle – Instructor	ITL9338I

ITpreneurs Training Material Accreditation Status

