ITIL® Service Operation

Course Outline

Prerequisites: Must be ITIL Foundation Certified

The ITIL® Intermediate Qualification: Service Operation Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service Management as documented in the ITIL® Service Operation publication.

The ITIL® Service Operation course focuses on how to deliver value to customers and users by managing the operation of services. This E-Course course will help you to understand the processes and functions needed to keep IT services up and running in the most efficient manner, including Incident, Problem and Event Management. The E-Course also explains how operations staff should be involved in processes which have their home in other parts of the Service Management Lifecycle, such as Service Level Management.

Organisational Benefits

Through understanding Service Operation, the IT teams can deliver a consistently high standard in the running of IT Services. From the customer.s point of view, that means they are able to completely rely on the IT services to help them achieve their desired results. From the IT team.s perspective, consistently good service delivery means less fire-fighting leading to the ability to take a more proactive approach to service delivery and Compliance via evaluating service quality and robustness

Individual Benefits

You will gain an understanding of how to be a more effective . and therefore more valued - team member through the use and understanding of Service Operation processes. Medium to long term you may gain other benefits such as a promotion within your own organisation or other opportunities to advance your career!

What Modules are covered?

SO01: Introduction

SO02: Service Operation Introduction

SO03: Service Operation Principles

SO04: Service Operation Processes

SO05: Common Service Operations Activities

SO06: Organizing Service Operations

SO07: Technology Considerations

SO08: Implementation Considerations

SO09: Challenges, CSF's and Risks

(End of this Page)