

## ITIL,Â® Intermediate Service Operation Training

**Course#: ITSM-07**

**Duration: 3 Days**

**Price: 0.00**

### Course Description

For service managers and other professionals who are responsible for maintaining and managing service operations, day-to-day tasks would include service desk and service request management, incident and problem management and the interpretation and management of other service operation activities. The ITIL intermediate SO or Service Operation Qualification, as the name suggests, is an intermediate certificate that focuses on these activities by giving you an introduction to the principles, processes, activities and functions of service operations, and the challenges, critical success factors and risks associated with it. Besides being a free standing qualification, it is also one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

This intensive examination is a reflection of your knowledge of industry best practices in service management as documented in the ITIL Service Operation publication. KnowledgeHuts workshop is aimed at preparing you for this exam with in-depth courseware and coaching by industry experts who will familiarize you with the tips and tricks to clear the exam at the first go. Enrol today and start the process of becoming an ITIL expert.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit this link.

### Objectives

What you will learn:

On completion of this workshop and successful attempt of the examination, candidates will become proficient in:

Service operation

Service operation principles

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

You will also get:

- In-depth preparatory help for examination
- Comprehensive and crisp courseware in downloadable format
- Coaching by ITIL certified experts
- 3 credits toward ITIL Expert certification and 21 PDUs for PMI recertification
- Post workshop assistance and support
- Workshop fee includes certification exam fee

## **Audience**

This workshop and the subsequent certification will benefit:

Service managers, operations managers and help desk managers responsible for implementing and improving service operation.

IT professionals who are working within or about to work in Service Operations environment such as IT architects, IT planners, IT consultants, IT audit managers, IT security managers.

Those seeking to gain the ITIL Expert Certification or higher ITIL certifications for which this is a prerequisite.

## **Prerequisites**

The Pre-requisites to attaining the Intermediate Certification are given below:

Candidates are required to have (in their possession) and upload the following under their profile on the Peoplecert website:

ITIL Foundation Certificate (version does not matter)

Course Completion Certificate for ITIL Intermediate Service Operation Training.

## **Content**

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

A more detailed syllabus can be found at:

[https://www.axelos.com/Corporate/media/Files/Syllabi/The\\_ITIL\\_Intermediate\\_Qualification\\_Service\\_Operation\\_Certificate\\_Syllabus\\_v5-4.pdf](https://www.axelos.com/Corporate/media/Files/Syllabi/The_ITIL_Intermediate_Qualification_Service_Operation_Certificate_Syllabus_v5-4.pdf)