

ITIL v3 Service Operation

Duration: 3 days

Course Overview

The intermediate level ITIL® v3 (version 3) Service Lifecycle module "Service Operation" offers candidates, the ability to specialize in one of the five stages of the Service Lifecycle. This compact 3 day training includes an optional exam. Passing this exam adds 3 credits towards the 22 required credits to enter the advanced level in IT Service Management certification based on ITIL v3. Each module of the Lifecycle series covers an introduction to the Service Lifecycle, the principles, processes, functions and activities within that stage of the ITIL Service Management Lifecycle, along with technology and implementation considerations.

During this three-day instructor-led course, participants will obtain in depth knowledge of the Lifecycle Module Service Operation according to ITIL version 3. Interactive lessons and discussions prepare participants for the optional exam: ITIL v3 Lifecycle Module Service Operation. About 20% of the overall duration consists of practical assignments or exercises to reinforce knowledge learning.

Certification

This course prepares the participant for the official ITIL® v3 Lifecycle Module Service Operation exam (optional). Participants who wish to take the exam are prepared through a test exam and instructor feedback. The exam is a complex multiple choice, multi-part, scenario based test for which 90 minutes is allowed to complete it. Candidates sitting the examination in a language other than their native language have a maximum of 120 minutes and are allowed the use of a dictionary. Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is the most correct and will receive the most marks. One option is partially correct and will receive slightly fewer marks than the most correct option. One option is the least correct and will receive the least marks. One option is incorrect and will receive no marks. Students who pass the exam will receive the ITIL v3 Lifecycle Module Service Operation Certificate in IT Service Management.

Objectives

Candidates can expect to gain competencies in the following upon successful completion of the course:

- Introduction to Service Operation
- Service Operations principals
- Service Operation processes
- Service Operation activities
- Organizing Service Operation, specifically functions
- Technology considerations
- Implementation considerations



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Audience

The course "ITIL v3 Lifecycle Module Service Operation" is targeted towards existing holders of the ITIL v3 Foundation certificate who want to gain in depth knowledge and understanding of the Service Operation stage of the ITIL v3 Service Lifecycle.

Prerequisites

An ITIL v3 Foundation Certificate and preferably about two years work experience in an IT Service Management environment.