



## Course 4576: ITIL® Service Operation

### About this course

This 3-day (21 contact hour) course provides learners with the knowledge of management level concepts and core information of the activities and techniques within service Operation. To achieve the ITIL® Service Operation certificate in IT service management you must complete all units and successfully pass the corresponding examination.

### Certification Examination Type and Duration

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 Certificate in IT Service Management. 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 and Operation as documented in the ITIL Service Operation publication. Upon completion of the course, candidates may sit the optional ITIL® Service Operation examination leading to the ITIL® Service Operation Certificate in IT Service Management. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a multiple choice format that consists of eight (8) questions.

### Audience

This course is intended for individuals who require a detailed 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 provisioning within their organization, as well as IT professionals working within or about to enter a Service Operation environment and requiring an understanding of the concepts, processes, functions and activities involved.

This course is also intended for individuals seeking the ITIL® Expert in IT Service Management qualification, or the ITIL® Expert in IT Service Management qualification.

### Prerequisites

In order to take the ITIL® Service Operation course, candidates must:

- Have passed the ITIL® Foundation certification exam
- In order to take the ITIL® Service Operation exam, candidates must complete the ITIL® Service Operation course and present a Certificate of Completion
- A basic IT literacy and around 2 years IT experience are highly desirable
- It is also recommended that candidates should complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Operation publication in preparation for the examination, paying particular attention to the Service Operation-specific terminology cited in the syllabus and defined in the Official ITIL Acronyms and the Official ITIL Glossary, noting new terms and questions to raise in class.

## Duration

3 days (21 hours).

## Learning Objectives

After completing this course, learners will be able to gain knowledge and understanding of:

- Introduction to Service Operation
- Service Operations Principles
- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operation: Functions
- Technology Considerations
- Implementation of Service Operation
- Challenges, Critical Success Factors and Risks

## Course Outline

Module 1: Introduction to Service Operation

Module 2: Service Operation Principles

Module 3: Service Operation Processes

Module 4: Common Service Operation Activities

Module 5: Organizing Service Operation: Functions

Module 6: Service Operations - Technology Considerations

Module 7: Service Operations - Implementation Considerations

Module 8: Challenges, Critical Success Factors, and Risks in Service Operation

Module 9: Summary, Exam Preparation, and Directed Studies

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