



# ITIL® Service Operation

## Quick Facts:

**Certificate:** ITIL Service Operation

**Duration:** 21 Hours

**Course Delivery:** eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam

**Language:** English

**Credits:** 3 Credits (Towards ITIL Expert)

**PMI® PDUs:** 21

**Accredited By:** CSME and Loyalist Certification Services

**Prerequisites:** ITIL Foundation IT Service Management Certificate

## About This Course:

This intensive interactive course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with Service Operation. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the Intermediate Service Operation Certificate.

The following topics are covered in this course:

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- Technical Management
- IT Operations Management
- Application Management

## Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective.
- Knowing the important role of Service Operation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes.
- The activities, methods and functions used in each of the Service operation processes
- The application of Service Operation processes, activities and functions to achieve operational excellence.
- How to measure Service Operation performance.
- The challenges, critical success factors and risks related with Service Operation.
- The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle.
- Technology and implementation considerations surrounding Service Operation.
- Challenges, critical success factors and risks associated with this module.