Szkolenie: ITIL®
ITIL® Service Operations (SO)

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OPCJE DODATKOWE

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* (+VAT zgodnie z obowiązującą stawką w dniu wystawienia faktury)

LOKALIZACJE

Kraków - ul. Tatarska 5, II piętro, godz. 9:00 - 16:00
Warszawa - ul. Bielska 17, godz. 9:00 - 16:00

Cel szkolenia:

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The primary focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® SO (Service Operation) course is part of the ITIL® Intermediate Lifecycle stream. The
course prepares candidates to take the **ITIL® Service Operation Intermediate exam** as well as providing valuable knowledge that can be implemented in the workplace. The **Service Operation Certificate** is a free-standing qualification but is also part of the ITIL® intermediate lifecycle stream. It is one of the modules that leads to the **ITIL® Expert Certificate in IT Service Management (ITSM)**. The purpose of this module, exam and certificate is, to impart, test, and validate the knowledge on industry practices in **IT Service Management** as documented in the **ITIL® Service Operation** publication.

This qualification provides a complete management-level overview of **Service Operation** including all its related activities. Candidates can expect to gain competencies in the following:

- Introduction to 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.

In addition, the training for this certification includes examination preparation, and a mock examination.

This lifecycle stage focuses on organizing and maintaining the day-to-day Service Operation. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the **ITIL® Intermediate Service Operation certification exam** as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

**Plan szkolenia:**

- **COURSE INTRODUCTION**
  - Introduction to Service Operation
  - Purpose and objectives
  - Scope of Service Operation
  - Context within the Service Lifecycle
  - Short summary of the lifecycle phases
  - Service Operation Fundamentals
  - The Processes within Service
The functions within Service
The value to the business
The ITIL® Certification scheme
The exam format

**PRINCIPLES**
- Organizational issues including: Functions, Groups, Teams, Departments, Divisions and Roles
- Achieving balance; stability versus responsiveness, internal versus external view, etc.
- Providing Service
- Involvement in Service Strategy, Design, Transition and CSI
- Operational Health
- Communication
- Documentation
- Inputs and outputs to the other lifecycle phases

**PROCESSES**
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

**ACTIVITIES**
- Monitoring and Control
- IT Operations
- Mainframe Management
- Server Management
- Network Management
- Storage and Archive
- Database Management
- Directory Services Management
- Desktop Support
- Middleware Management
- InternetA/Veb Management
- Facilities and Data Center Management
- IT Security Management in relation to Service Operation
- Improvement activities
- Operational Activities of processes covered in other lifecycle stages

**ORGANIZING SERVICE OPERATION**
Functions:
- Service Desk,
- IT Operations Management.
- Roles and Responsibilities

TECHNOLOGY CONSIDERATIONS
- Generic Requirements
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk

IMPLEMENTATION AND IMPROVEMENT
- Managing Change in Service
- Service Operation and Project Management
- Assessing and Managing Risk in Service Operations
- Operational Staff in Design and Transition
- Planning and Implementing Service Management Technologies

CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS
- Challenges for Service Operation Managers
- Critical Success Factors
- Risks

APPENDICES
- Business case study and exercises
- Sample Exams
- Feedback
- Recap

Wymagania:

An ITIL® Foundation certificate and preferably two years work experience in an IT Service Management environment.

Poziom trudności
Certyfikaty:

About the Exam: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/Closed Book: Closed Book

Prowadzący:

Authorized PEOPLECERT Trainer.

Informacje dodatkowe:

ITIL® jest zarejestrowanym znakiem handlowym należącym do firmy AXELOS Limited i używanym za jej zgodą. Wszelkie prawa zastrzeżone.

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