

Training: ITIL®  
ITIL® Service Operations (SO)

FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Hardcopy	550 EUR	4 days
Traditional	Digital materials	550 EUR	4 days
Traditional	CTAB Tablet	650 EUR	4 days
Distance learning	Hardcopy	550 EUR	4 days
Distance learning	Digital materials	550 EUR	4 days
Distance learning	CTAB Tablet	650 EUR	4 days

## ADDITIONAL OPTIONS

Book	106 EUR
Ebook	106 EUR
Exam during the training	250 EUR
Online exam at home	240 EUR

## LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

## TRAINING GOALS:

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.

## CONSPECT:

- 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

## REQUIREMENTS:

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

## Difficulty level



## CERTIFICATE:

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

## TRAINER:

Authorized PEOPLECERT Trainer.

## ADDITIONAL INFORMATION:

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