

ITIL v3 INTERMEDIATE COURSE : SERVICE OPERATION

Course Description:

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Operation phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience:

The Service Transition Lifecycle course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require understanding of the ITIL Service Operation stage of the ITIL core lifecycle and how activities in this Lifecycle stage may be implemented to enhance the quality of IT service management within an organization
- IT professionals working in or new to a Service Operation environment and requiring a detailed understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of Transition activities within the Service Lifecycle.

Learning Objectives:

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Operation principles, purpose and objective
- Understanding how all Service Operation processes interact with other Service Lifecycle processes

- The sub processes, activities, methods and functions used in each of the Service Operation processes
- The roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- How to measure Service Operation performance
- Understanding technology and implementation requirements in support of Service Operation
- The challenges, critical success factors and risks related with Service Operation

Course Organizational Logistics:

- A maximum of 12 people can attend this course with 1 instructor.
- Course runs 09:00 – 5:30 each day – the exam can be schedule from 3:30 – 5:00 on the last day

Prerequisites:

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable
- Copy of ITIL Foundation Certificate to be produced one week before the start of the course

Course Student Material:

- Students receive a copy of the classroom presentation material, practice exam, case study, homework and assignments.

About the Examination:

- Evidence of ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate and completion of the Service Operation Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Operation book in preparation for the examination.
- The syllabus can be downloaded from:
<http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language

FUTURE FRAMEWORKS



- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

Credits:

- Upon successful passing of the ITIL v3 Service Operation Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.

Agenda :

Day 1	Day 2	Day 3
Introduction & Service Management as a practice	Service Operation Processes	Organizing for Service Operation
Service Operation Principles	Service Operation Processes	Consideration of Technology
		Implementation and improvement of Service Operation
L U N C H		
Service Operation Processes	Service Operation Processes	Challenges, Critical Success Factors and Risks
Service Operation Processes	Service Operation Related Activities	Exam Preparation / Mock Exam
Homework (review of day's material)	Homework (review of day's material)	Exam

Why Future Frameworks:

Future Frameworks is a global leader in Consulting and training solutions in the IT Management and IT Governance best practices domains. The Consultants of Future Frameworks are involved in major ITIL and ISO/IEC 20000 Implementation projects across the globe. Using accredited course materials and trainers accredited by APMG:

<http://www.apmg-international.com/AccreditedOrganisations/FutureFrameworks.asp>