

ITIL® Intermediate Lifecycle: Service Operations

Overview

The ITIL Intermediate certificate in Service Operation (SO) is a course that can be run over three or four days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Service Operation phase of the Service Lifecycle, aligned to the current version, ITIL: 2011. Delegates will also prepare for and sit a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the final day.

Target Audience

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management. The Service Operation Qualification would most likely suit the following candidates:

- Chief Information Officers
- Chief Technology Officers
- General IT Management
- Supervisor staff
- Team leaders
- Designers
- Architects
- Planners
- IT consultants
- IT audit managers
- IT security managers

IT professionals involved in continual service improvement
The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Course Objectives

The purpose of the ITIL Intermediate certificate in Service Operation is to certify that the delegate has gained a thorough and detailed knowledge of operational principles, advanced concepts, and has comprehended the essential management requirements for practices in this phase of the Service Management Lifecycle. When the delegate has completed this course, they should be confident in their ability to approach core operational activities, such as:

- Improve the organisations' business value with knowledge and practical guidance on how to establish the processes required to run a stable day-to-day IT operations environment
- Establish enterprise IT operations and monitoring practices to assure successful IT service delivery

[Register Online](#)

Schedule

Class Length: 4 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"
ILT = "Instructor-Led-Training"

This course is not currently available on the public schedule. Please contact us using the information in the footer below to inquire about future dates or to schedule a private class.

Stabilise steady state and lights-on practices by integrating Events to Incident and Problem Management
Improve Service Desk performance by implementing end-to-end ownership of Incidents
Assure that the promise of the implemented services are meeting the needs of the customers
Move from reactive operations to proactive management by assuring support processes adhere to defined policies
Understand how the traditional functions of IT Management play multiple critical roles across various IT processes
Assure the type and amount of application and technical resources are available when needed

Course Outline

Please contact the center for outline details
