



ITIL Intermediate SO

Description

The ITIL Intermediate Certificate in Service Operation forms part of the Lifecycle series of Intermediate certification modules, which can be taken as stand-alone qualifications or with a view to amassing sufficient credits to gain the ITIL Service Management Expert qualification. It will give candidates a deep level of understanding of Service Operation processes and roles.

This course is intended to enable delegates with a foundation- level knowledge of IT Service management to apply good practice in processes pertaining to the service strategy lifecycle phase. The course is interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussions. On completion of the course and the required personal study, delegates will be able to sit the ITIL intermediate examination in service strategy worth 3 credits.

Syllabus

- Understand the importance of service management as a practice
- Lead discussions on service operation Understand service operation principles and processes
- Carry out common service operation activities
- Organise service operation effectively
- Recognise service operation functions and technology – related activities
- Understand how to implement service operations
- Understand and analyse challenges, critical success factors and risks related to service operations

Learning Outcomes

On completion of this course participants will be enabled to progress from the ITIL Foundation certificate in Service Management and advance to higher level ITIL certifications. It will give delegates a detailed understanding of the ITIL Service Operation phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation.

Participants and Requirements

Individuals who may find this course of interest include IT professionals working within or about to enter a service operation environment and requiring a detailed understanding of the process, functions and activities involved, as well as those who are seeking an ITIL Expert qualification in IT service management.

Certificate

ITIL Intermediate Certificate in Service Operation

Course Duration

3 days

