ITIL® v3 Blended Service Operation

Course Summary

Description

This ITIL v3 Service Lifecycle course immerses participants 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.

Participants benefit from an optimal mix of learning methods that provides them with the most effective way to build their ITIL knowledge with respect to Service Operations and learn to apply this knowledge in real life. Participants can complete e-learning modules in their own time to build the right level of knowledge before participating in interactive classroom or virtual classroom sessions where they can apply this knowledge in practice.

Objectives

At the end of this course, students will be able to:

- Understand Service Management as a Practice and Service Operation principles, purpose and objective
- Understand how all Service Operation processes interact with other Service Lifecycle processes
- Understand the sub-processes, activities, methods and functions used in each of the Service Operation processes
- Understand the roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- Measure Service Operation performance
- Understand technology and implementation requirements in support of Service Operation
- Understand the challenges, critical success factors and risks related with Service Operation

Audience

The Service Operation 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 purse the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the ITIL Service Operation stage of the ITIL Service Lifecycle and how activities in it may be implemented to enhance the quality of IT service management within an organization
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- IT professionals working within or about to enter a Service Operation environment and requiring an understanding of the concepts, processes, functions and activities involved.
- A typical role includes (but is not restricted to): IT managers, Process owners, ITSM implementation teams, consultants, stakeholders or anyone else involved in the ITSM project

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Course Summary (cont'd)

Prerequisites

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification, in particular the Service Operation publication.
- It is recommended that participants should complete at least 21 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular the Service Operation publication in preparation for the examination.

Duration

One and ½ days (virtual) classroom 8 hours self-paced e-learning

Credits

- Upon successful passing of the ITIL v3 Service Operation Lifecycle exam, the participant will be recognized with 3 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 21

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