



## ITIL® 2011 Intermediate Certificate: Service Operation (SO)

**Interactive teaching.**  
**Imaginative course presentation.**  
**Impressive results.**

### What Will the Course Give Me?

SED-IT's 3-day Service Operation (SO) course provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within a Service Operation environment and require a deeper understanding of the underlying concepts, processes/functions and activities involved and management responsibilities and how they may be used to enhance overall service quality and service provision.

### What You Will Learn

The Service Operation course focuses on the managerial aspects of a service operation environment, including related activities. This course has a number of study units and supporting exercises that reinforce the knowledge gained.

- **The Service Lifecycle and Service Management as a Practice:** Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate "service" and be able to explain the concept of Service Management as a practice
- **Basic Service Operation Principles:** Understand common principles and guidelines that influence the performance of SO processes/functions with a focus on operational support and improvement activities
- **Service Operation Processes & Functions:** Understand the managerial and supervisory aspects of the SO processes as well as the operational activities shared across the lifecycle. Other areas of discussion include the roles and responsibilities, challenges, critical success factors and risks within each of the processes. The processes and function (in *italics*) include:
  - Event Management
  - Incident Management
  - Request Fulfillment
  - Problem Management
  - Access Management
  - *Service Desk*
  - *Technical Management*
  - *IT Operations Management (IT Operations Control, Facilities Management)*
  - *Application Management*

**Note:** in-depth discussions around the daily activities of each process/function is found in the *Operational Support and Analysis (OSA)* course

- **Common Service Operation Activities:** Understand the role and the responsibilities of each of the activities (e.g., Monitoring and Control, Network Management, Storage and Archive, Desktop Support, Middleware Management, etc...) and their input to all lifecycle phases
- **Explore Technology and Implementation Considerations:** Understand the role of technology to Service Operation and explore concepts that have great impact on SO process/function implementation

### Why You Should Attend This Course

Within the *Service Operation* volume, ITIL is now 'recognizing' the importance and role of the common operational activities and linking the tasks/outcomes/supporting roles directly into the ITSM processes. Additionally, the concept of a service lifecycle is very much ingrained within Service Operation so not only will this phase be explored; the relationship to the other phases and the criticality of 'cross-communication' between the phases is detailed and emphasized.

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## Who Should Attend?

The target audience for this course includes CIOs, CTOs, Managers, Supervisory Staff, Team Leaders, Designers, Architects, Planners, IT Consultants, IT Audit Managers and IT Security Managers.

## Why SED-IT?

SED-IT only uses fully qualified and accredited instructors who also have in-depth practical experience in assisting organizations in their specific “adopt/adapt” initiatives in Service Management. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful Service Management project and environment. SED-IT is a globally accredited organization, via EXIN and PEOPLECERT to provide ITIL education. SED-IT is also fully accredited (as well as the subject matter expert behind its redevelopment) to deliver EXIN’s ISO/IEC 20000 educational program (Foundation, Specialist, Auditor, Expert and Master courses).

## Duration & Logistics

This course is 3 full days with the exam as the only activity of Day 4. The exam is 90-minutes with eight (8) complex multiple choice questions which are scenario-based and gradient scored (total 40 marks). The exam is delivered online with printed scenarios and scores are immediately available upon submission of the exam. To pass, you must achieve 70% or greater (28/40 correct) to receive the certification. The course is held in Louisville, KY but we are more than happy to conduct closed courses on customer’s sites; call for details.

Successful completion of this course and exam provides 3 points of the necessary 15 ‘electives’ to achieve the ITIL Expert certification (2 points for Foundation and 5 points for Managing Across the Lifecycle are mandatory).

## Prerequisites

The candidate must hold (documentary evidence required) one of the following:

- ITIL Foundation Certificate (2007 or 2011 version)
- v2 ITIL Foundation Certificate and the v2-v3 Foundation Bridge Certificate

It is also strongly recommended that the candidate have 2-4 years of professional experience within Service Management as well as defined experience in at least one of the SO processes/functions. Reading the ITIL Service Lifecycle core publications, specifically the *Service Operation* volume, prior to attending is quite beneficial (recommended 21 hours of personal study).

## Student Materials, Responsibilities & Price

Each candidate will receive full color course materials - lecture notes, in-course exercises and answers, homework, and practice exams. All materials are distributed on the first day of class.

To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 90 minutes of study per evening. Candidates are expected to fully participate in all course activities.

**Course price:** \$1,995 (includes the exam)

## Next Steps

Speak with us at **502-456-4322**, send an e-mail with your requirements to [info@practical-itsm.com](mailto:info@practical-itsm.com) or visit the course page at [www.practical-itsm.com/intermediate\\_so](http://www.practical-itsm.com/intermediate_so).