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ITIL

ITIL® Lifecycle - Service Operation (SO) Certification Training

This training is designed for professionals pursuing a specialist certification in the ITIL® Service Operation practice area.

Course Overview

Our 3-day instructor-led ITIL Service Operation (SO) training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is targeted toward IT professionals in the Service Management field. It covers:

- Service Operation principles, processes, functions & activities
- Technology considerations
- Implementation considerations
- Challenges, critical success factors & risks

Course Outline

Introduction to Service Operation

- Describe the purpose, goals and objectives of service operation
- Describe the scope of service operation
- Describe the business value of service operation
- Describe the context of service operation in the ITIL service lifecycle

Service Operation Principles

Understand, describe, identify, demonstrate, apply, distinguish, produce, decide and/or analyze the



following:

- Balance in service operation
- Providing a good service
- Involvement in other lifecycle stages
- Operational health
- Communication
- Documentation
- Service Operation inputs and outputs with the service lifecycle

Service Operation Processes

- Understand the purpose and objectives of event management
- Understand the scope of event management
- Understand the value to business of event management
- Understand the policies, principles and basic concepts of event management
- Understand event management activities, methods and techniques
- Understand the triggers, inputs, outputs and interfaces of event management
- Understand the critical success factor and key performance indicators of event management
- Understand the purpose and objectives of incident management
- Understand the scope of incident management
- Understand the value to business of incident management
- Understand the policies, principles and basic concepts of incident Management
- Understand incident management activities, methods and techniques
- Understand the triggers, inputs, outputs and interfaces of incident management
- Understand the critical success factors and key performance indicators of incident management
- Understand the purpose and objectives of request fulfillment
- Understand the scope of request fulfillment
- Understand the value to business of request fulfillment
- Understand the policies, principles and basic concepts of request fulfillment
- Understand the triggers, inputs, outputs and interfaces of request fulfillment
- Understand the critical success factors and key performance indicators of request fulfillment
- Understand the purpose and objectives of problem management
- Understand the scope of problem management
- Understand the value to business of problem management
- Understand the policies, principles and basic concepts of problem management
- Understand problem management activities, methods and techniques
- Understand the triggers, inputs, outputs and interfaces of problem management
- Understand the critical success factors and key performance indicators of problem management
- Understand the purpose and objectives of access management
- Understand the scope of access management
- Understand the value to business of access management
- Understand the policies, principles and basic concepts of access management



- Understand access management activities, methods and techniques
- Understand the triggers, inputs, outputs and interfaces of access management
- Understand the critical success factors and key performance indicators of access management

Common Service Operation Activities

Understand, describe, identify, demonstrate, apply, distinguish, produce, decide and/or analyze the following:

- Monitoring and control
- IT operations
- Server and mainframe management and support
- Network management
- Storage and archive
- Database administration
- Directory services management
- Desktop and mobile device support
- Middleware management
- Internet/web management
- Facilities and data center management
- Operational activities of processes covered in other lifecycle stages
- Improvement of operational activities

Organizing for Service Operation

Understand, describe, identify, demonstrate, apply, distinguish, produce, decide and/or analyze the following:

- Service desk function
- Technical management function
- IT operations management function
- Application management function
- Roles
- Service operation organizational structures

Technology Considerations

Understand, describe, identify, demonstrate, apply, distinguish, produce, decide and/or analyze the following:

- Technology, tools and telephony requirements for service operation processes and functions:
- Event management



- Incident management
- Request fulfillment
- Problem management
- Access management
- Service desk

Implementation of Service Operation

Understand, describe, identify, demonstrate, apply, distinguish, produce, decide and/or analyze the following:

- Managing change in service operation
- Service operation and project management
- Assessing and managing risk in service operation
- Operational staff in design and transition
- Planning and implementing service management technologies

Challenges, Critical Success Factors & Risks

Understand, describe, identify, demonstrate, apply, distinguish, produce, decide and/or analyze the following:

- Challenges
- Critical success factors and key performance indicators
- Risks

Exam Information

You can use the ITIL Intermediate voucher for any ITIL Lifecycle or Capability exam.

Details:

- Number of Questions: 8
- Passing Score: 70%
- Duration: 90 minutes
- Format: multiple choice, scenario-based and gradient scored
- Students must present an ITIL 2011 Foundation or V2 Foundation plus Bridge Certificate before taking the exam.

Phoenix TS is an authorized testing center for Pearson VUE & Prometric exams. Register for the exam by visiting the Pearson VUE and Prometric websites or call us at **(240) 667-7757**.



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Included in this **ITIL® Lifecycle - Service Operation (SO) Certification Training**

- 3 days instructor-led training
- ITIL® Lifecycle - Service Operation (SO) Certification Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*