



## The ITIL V3 Service Operation Lifecycle Module

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Duration: **3 Days**

### **Course Specification:**

The ITIL Intermediate Qualification: Service Operation Module is a free-standing qualification, but also one of five service-lifecycle modules that can lead to the Managing through the Lifecycle module and the award of the ITIL Expert in IT Service Management. The purpose of this module/certificate is to impart and test detailed knowledge about the contents of the ITIL v3 Service Operation Book; Service Operation purpose, processes, functions and activities.

### **Target Group**

The target group of the ITIL V3 Service Operation Module is:

- Individuals who require 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.
- IT professionals working within or about to enter a Service Operation environment and requiring a detailed understanding of the processes, functions and activities involved.
- Individuals seeking the ITIL Expert in IT Service Management for which this qualification contributes 3 credits.
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite.

This may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

### **Learning Objectives**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Leading discussions on Service Operations
- Service Operation Principles
- Service Operation Processes
  - Event Management
  - Incident Management
  - Request Fulfilment
  - Access Management



- Problem Management
- Common Service Operation Activities
- Organising Service Operations
- Service Operation Functions
  - Service Desk
  - Technical Management
  - Application Management
  - IT Operations Management
- Service Operation technology related activities
- Implementing Service Operations
- Understanding and analysing Challenges, Critical Success Factors and Risks

**Prerequisites:**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate).

**Examination:**

- Multiple Choice.
- 28/40 (70%) needed to pass.
- Closed Book.

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