



# Service Operation (SO) an ITIL® 2011 Edition Service Lifecycle Course

Holistic Service Management International

## Introduction

The Service Operation course builds on the general principles covered as part of the ITIL Foundation course. It is intended for those who work in the service operational environment and who require a deeper understanding of the underlying concepts, the processes and functions involved and the management activities – and how they may all be used to enhance overall service quality and service provision during the Service Operation phase of the ITIL Service Lifecycle as an integral part of the overall business-focused Service Management framework.

## Course Duration

This is an intensive three-day course, which includes the official accreditor's certification exam.

## What You Will Learn

The main focus of this course is on the managerial and control aspects of the operational environment. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

- **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
- **Service Operation Principles:**  
Understand the main principles and guidelines that influence the performance of SO processes and functions, focusing on the underpinning management of all operational activities.
- **Common Service Operation Activities:**  
Understand the roles and responsibilities of each of the activities (e.g. Monitoring and Control, Network Management, Storage and Archive, Desktop Support, Middleware Management, etc...), their management and their input to all lifecycle phases
- **Service Operation Processes:**  
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 activities, responsibilities and authorities of the roles involved, and the information management requirements, challenges, critical success factors and risks within each of the processes. The processes include *Event Management, Incident Management, Request Fulfillment, Problem Management* and *Access Management*
- **Organizing Service Operations:**  
Understand the role, objectives, organizational structures, staffing and metrics for all the ITIL SO functions. The functions include *Service Desk, Technical Management, IT Operations Management (IT Operations Control & Facilities Management) and Application Management*.

*Note: In-depth discussions around the operational activities of each process/function are part of the Operational Support and Analysis (OSA) course.*

## Implementation Considerations:

Understand the use of technology in supporting Service Management and the SO processes and functions and explore concepts that have an impact on its planning and implementation.



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## Prerequisites

- The ITIL Foundation Certificate (or earlier ITIL v2 Foundation Certificate plus Foundation Bridge).
- Two to four years of professional experience within Service Management as well as defined experience in at least one of the SO processes or functions is highly desirable.

## Who Should Attend

- This course is one of the Intermediate Level certification courses and is recommended for individuals who require a deeper understanding of the SO element of the ITIL Service Lifecycle and how it may be implemented to enhance the quality of ITSM within an organization, for example:
  - IT professionals working in roles associated with operational management within a service-based business model.
  - Individuals seeking the *ITIL Expert™* level certification in ITSM for which these are prerequisite modules or seeking progress towards the *ITIL Master™* standing in ITSM for which the *ITIL Expert™* certification is a prerequisite.

## Student Responsibilities

The SO course and exam are very challenging and it is therefore recommended that students complete at least 21 hours of personal study by reviewing the *Service Operation* publication prior to the course start and allow for a minimum of 90 minutes of study per evening during the course.

**Note:** This ITIL publication is **NOT** included with the course but can be purchased from [orders@diymonde.com](mailto:orders@diymonde.com).

## Professional Qualification

This course forms part of the ITIL Intermediate qualification program. Successfully passing the 90 minute in-class exam, consisting of 8 complex, multi-part, multiple-choice, scenario-based, gradient-scored questions leads to the ITIL Intermediate Service Lifecycle Certificate: Service Operation. The pass mark is 70% (28/40).

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 Life Cycle are mandatory).

**Note:** The Lifecycle course 'Service Operation' and the Capability course 'Operational Support & Analysis' have a significant amount of overlap of topics and therefore, in the interests of achieving the broadest possible education, it is **NOT** recommended that both feature in the selection of courses taken in order to acquire the points necessary for the award of *ITIL Expert™* status – even though all points acquired will be credited.

## Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. The ITIL *Service Operation* Key Element Guide will also be provided on courses commencing after its publication date. All materials are distributed on the first day.

## Instructors

- All instructors are fully qualified and accredited by the appropriate examination board