

# ITIL® V3 Service Operation Certification Program - 3 Days

## Program Overview

ITIL® is a set of best practices guidance that has become a worldwide-adopted framework for Information Technology Services Management (ITSM) by many Public & Private Organizations. Since early 1990, ITIL® has been evolving from focusing on Functions and Processes under versions 1 and 2 to focusing on the Full Service Lifecycle Management under version 3.

In addition to the existing benefits of aligning IT goals and objectives with the business, improving quality and reducing cost of operation; ITSM and ITIL® V3 now emphasizes the following areas:

- Assist in transforming IT Service Management onto a strategic business asset
- Assist in defining and managing the complete lifecycle of IT Service Management Process
- Provide guidance on the development of Services Strategy, the development of Service Design, the Transition of Services from current to desired state, the Implementation and the Continuous improvement of the those Services

This exam-preparatory course provides comprehensive coverage of SO concepts within the IT Infrastructure Library (ITIL) V3. Through lectures and practice exam questions participants explore the concepts of good practice in IT Service Management based on the ITIL® V3 Framework.

The ITIL® Intermediate Qualification: Service Operation Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management and design as documented in the ITIL® Service Design publication.

### Note:

The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that course participants purchase the appropriate OGC publication to complete at a minimum 21 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance, in particular Service Operation publication.

## Duration

This program is offered over a 3-day period where it combines theoretical and hands-on knowledge transfer, including individual and group practical exercises. The Minimum number of students per session is 6 where the maximum is 18.

- This three (3) days classroom training course with examination held on the afternoon of the 3<sup>rd</sup> day is accredited by both LCS and EXIN examinations institutes.
- The course includes approximately 21 hours of student-instructor interaction, a sample and a

formal examination.

- The format of the examination consists of a closed book paper of 8 multiple choice complex questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed additional 30 minutes to allow use of a dictionary). The pass mark will be 70% or more – 28 or more correct answers.

## Delivery Methods

- Instructor led Classroom based
- Virtual Web based

## Audience

The target group of the ITIL Expert Qualification Service Operation is:

- Individuals who require a deep understanding of ITSM/ITIL Service Operation phase and its related processes and how it may be used to enhance the quality of IT service support within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to contribute to an ongoing service improvement program This may include but is not limited to, CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM, trainers, business managers and business process owners.

## 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) which shall be presented as documentary evidence to gain admission.

Additionally, to be eligible for the ITIL® Intermediate: Service Operation Qualification, candidates shall fulfill the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Design publication in preparation for the examination
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

## Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to capture:

- Service Operations Principals
- Service Operation Processes

- Common Service Operation Activities
- Organizing Service Operation: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

***The program will cover the following modules:***

***Introduction***

This module introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of ST within the Lifecycle; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Service Transition as a practice
- Service, its value proposition and value composition
- Functions, Processes and Roles
- The purpose, goals and objectives of Service Transition
- The scope of Service Transition (ST 2.4.2) and the types of processes used by Service Transition
- The position of Service Transition within the service lifecycle, the interfaces, inputs and outputs
- Potential value to business

***Service Operation Principles***

This module covers the Service Operation Principles, where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Organizational issues including: Functions, Groups, Teams, Department and Divisions
- Achieving balance in Service Operations
- Providing Service
- Involvement in Design and Transition
- Operational Health
- Communication
- Documentation

***Service Operation Processes***

This module covers the managerial and supervisory aspects of the ITIL processes covered in the Service Operation stage (but excludes the day to day operation of the processes which is covered in the Operational Support and Analysis Capability module; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management

- Access Management

***High level discussion of operational activities of processes covered in other Lifecycle phases:***

- Change Management
- Configuration Management
- Release Management
- Capacity Management
- Availability management
- Knowledge Management
- Financial Management
- IT Service Continuity Management

***Common Service Operation Activities***

This module covers the activities commonly performed in Service Operation; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Monitoring and Control
- IT Operations
- Mainframe Management
- Server Management and Support
- Network Management
- Storage and Archive
- Database Management
- Directory Services Management
- Desktop Support
- Middleware Management
- Internet/Web Management
- Facilities and Datacenter Management
- IT Security Management in relation to Service Operation
- Improvement of Operational Activities

***Organizing Service Operation***

This module covers the Service Operation functions and maps them to roles and responsibilities and activities. It also covers Service Operation organizational structures; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Functions
- Service Desk
- Technical Management
- IT Operations Management

- Application Management
- Roles and Responsibilities
- Service Operation Organizational Structures

### ***Technology Considerations***

This module covers technology as part of implementing service management process capabilities. It also covers the special technology functions and features that are related to Service Operation practices; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Technology, tools and telephony requirements for the Service Operation processes and activities, including:
  - Generic Requirements
  - Event Management
  - Incident Management
  - Request Fulfillment
  - Problem Management
  - Access Management
  - Service Desk

### ***Implementation Considerations***

This module covers how implementation considerations contribute to Service Operation; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze:

- Managing Change in Service Operations
- Service Operation and Project Management
- Assessing and Managing Risk in Service Operations
- Operational Staff in Design and Transition
- Planning and Implementing Service Management Technologies

### ***Challenges, Critical Success Factors and Risks***

This module covers the challenges and risks facing Service Operation and how Critical Success Factors contribute to Service Operation; where the course participants will have the ability to capture, understand and describe, identify, demonstrate, apply distinguish, produce, decide or analyze Challenges, Critical Success Factors and Risks

### ***Summary, Exam Preparation and Directed Studies***

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

## **Program Material**

The ITIL V3 Service Offering and Agreement program includes the following program material:

- Program slide presentation
- Syllabus document
- Sample examination questions and answers
- ITIL acronyms and glossary

## **Simulation and practical application**

We provide the students with real life experiences; we use the client organization as "Case study" example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter.