



# ITIL<sup>®</sup> Intermediate Service Operation Certification Exam Training - Brochure



The Credential that sets you apart as a Service Operation Professional

# The Importance of ITIL Service Operation

IT service management (ITSM) is a practice that enables organisations to deliver high-quality IT services with the objective of delighting customers. Information Technology Infrastructure Library (ITIL) is a globally-accepted framework for ITSM and draws from best practices in private and public organisations.

As an ITIL Intermediate Service Operation certified professional, you can contribute to the successful implementation of service operation in your organisation. You will have the knowledge to rapidly restore services after incidents, ascertain the cause of the problem, spot recurring issues, manage routine end-user requests on a daily basis, and supervise service access. By building expertise in service operation, you can move up to the next level in your ITSM career.

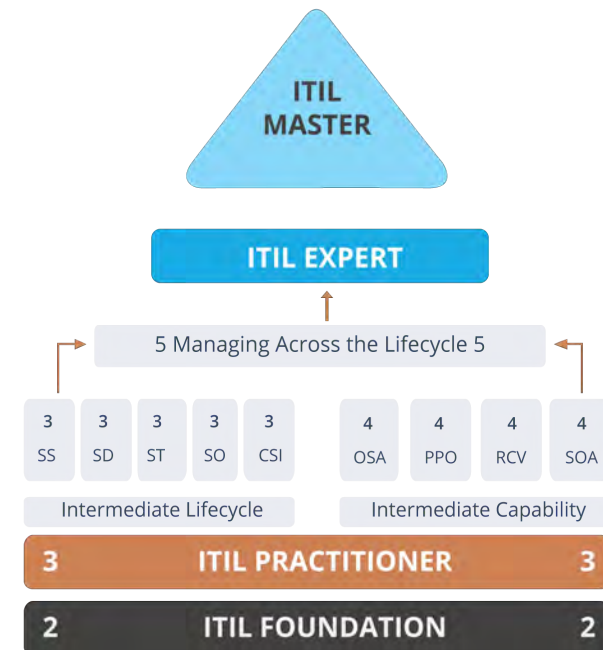
## Get Invensis Learning Advantage

- PEOPLECERT accredited certification training
- Learn from an AXELOS Certified Partner
- 2-day intensive instructor-led classroom training program
- Expert trainer, interactive sessions with case studies
- 2 ITIL Intermediate Service Operation practice tests
- Exam fees included in the training course
- 21 PDUs certificate offered
- Copy of course content provided
- Classes across 108+ locations worldwide
- Instructor-led training that is always on schedule
- Global approvals and accreditations

# Benefits of ITIL Service Operation Certification

According to career search portal PayScale.com, the average salary of ITIL certified professionals in UAE is in the range of ~ USD 67,000 to ~ USD 144,000; in USA, it is between ~ USD 81,000 and USD 127,000; in UK, it is between ~ USD 60,000 and USD 118,000; and in Australia, it is between ~ USD 86,000 and USD 109,000 (as on July 12, 2014).

## THE ITIL CREDITS PATH TO SUCCESS IN YOUR ITSM CAREER



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# Benefits of ITIL Service Operation Certification

An ITIL Intermediate Service Operation certification offers a number of benefits for your professional growth:

## **Enhances your career prospects**



As a globally-recognised framework, ITIL helps organisations around the world to deliver high-quality IT services. With an ITIL Intermediate Service Operation certification, you can look forward to rewarding opportunities as a global ITSM professional and expand the scope of your career.

## **Sets your resume apart from co-workers and peers**



The ITIL Intermediate Service Operation credential showcases your knowledge and skills in service operation, and that you are willing to invest in your continuous professional development. This makes your resume stand apart from those of your peers, in the eyes of recruiters.

## **Improves on-the-job professional competence**



The ITIL Intermediate Service Operation certification training program equips you with the knowledge to handle daily IT operational issues efficiently, thus improving your professional competence. You can manage risks, face challenges and determine critical success factors in service operation.

## **Builds your ITSM knowledge base**



One of the five modules in the ITIL Intermediate Service Lifecycle stream, the ITIL Intermediate Service Operation certification offers credits which can be used for moving up to the ITIL Expert certification. This module helps to build holistic knowledge of ITIL which is required for senior ITSM roles.

## About Invensis Learning

Invensis Learning is a pioneer in providing globally-recognised certification training courses for individuals and enterprises worldwide. Our training methodology coupled with high quality courseware have enabled organisations to achieve high-impact learning with increased knowledge, competence, and performance.

We offer courses in various categories such as Project Management, IT Service Management, IT Security and Governance, Quality Management, Agile Project Management, DevOps, and Cloud Courses. We have trained 10000+ professionals worldwide and are a trusted partner for Fortune 500 companies, small and medium businesses, and government organisations to deliver globally-recognised training and certification programs. Invensis Learning certification training programs are adhered to global standards such as PMI, TUV SUD, AXELOS, ISACA, DevOps Institute, and PEOPLECERT.

## Target Audience

The ITIL Intermediate Service Operation certification is best suited for professionals in (but not limited to) the following roles:

- Release Manager
- Security Administrator
- Applications Support
- IT Operations Manager
- Database Administrator
- Problem Manager
- Service Desk and Incident Manager
- Network Support
- Security Manager

## Eligibility Criteria

You need to satisfy the following criteria to be eligible for the ITIL Intermediate Service Operation certification examination:

- A participant should have cleared the ITIL Foundation certification examination
- Have 21 contact hours of instruction with an accredited training organisation
- Basic IT literacy and around 2 years of IT experience are considered desirable

## ITIL SO Course Overview

### **Introduction to Service Operation**

- Purpose, objective, scope and value to business of service operation
- The context of service operation and service lifecycle
- Service operation fundamentals

### **Service Operation Principles**

- Achieving balance in service operation
- Providing good service
- Involvement in other lifecycle stages
- Operational health
- Communication
- Documentation
- Service operation inputs and outputs

## **Service Operation Processes**

- Purpose, objectives, scope and value to business of each process
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Critical success factors and KPIs
- Challenges and risks

## **Common Service Operation Activities**

- Monitoring and control
- IT operations
- Server and mainframe management and support
- Network management
- Storage and archive
- Database administration
- Directory service 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

## **Organising for Service Operation**

- Functions

- Service desk function
- Technical management function
- Application management function
- Roles
- Service operation organisational structures

### **Technology Considerations**

- Generic requirements
- Event management
- Incident management
- Request fulfillment
- Problem management
- Access management
- Service desk

### **Implementation of Service Operation**

- 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**

- Challenges
- Critical success factors
- Risks

### **Summary and Directed Studies**








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