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What is ITIL® Intermediate Training - Service Operation?

The ITIL® Service Operation training course is one of the ITIL Service Lifecycle modules, and will be useful to delegates that wish to concentrate on the use of process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

ITIL® Intermediate Course Service Operation Exam

The Service Operation exam is a 90 minute closed book exam consisting of eight multiple choice, scenario based questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Who is ITIL® Intermediate Training - Service Operation intended for?

Before attending this training course you must hold a valid ITIL Foundation Certificate.

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Course Objectives

Upon completion of this ITIL® Service Operation training course you will have knowledge of:

- Understand the importance of Service Management as a Practice
- Lead discussions on Service Operation
- Understand Service Operation Principles and Processes
- Carry out common Service Operation activities
- Organise Service Operation effectively
- Recognise Service Operation functions and technology-related activities
- Understand how to implement Service Operation
- Understand and analyse challenges, Critical Success Factors and risks related to Service Operation

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Modules:

- Introduction to Service Operation
- Service Operation Principles
- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operation
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

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