ITIL® Lifecycle Certificate in Service Operations

Learn via: **Classroom / Virtual Classroom / Online**

Duration: **3 Day**

https://bilginc.com/en/training/itil-lifecycle-certificate-in-service-operations-1096-training/

Overview

The ITIL Service Operation Certificate Course is one of five lifecycle courses that fit into the intermediate stream for ITIL certification. It is a free-standing qualification but it is also a module contributing to the ITIL Expert in IT Service Management Certificate.

Prerequisites

Possession of one of the following is mandatory. Proof of prerequisites MUST be produced on the day of the exam to the trainer.

- ITIL v3, 2011 or v4 Foundation.
- ITIL v2 Foundation and v2/v3 Foundation Bridge.

Acceptable forms of prerequisite confirmation are as follows:

- A copy of the candidates examination certificate
- Confirmed entry in the AXELOS Successful Candidate Register. You will need to provide the full SCR number (registration/candidate number located on your certificate).

Proof of identification:

If taking an exam, candidates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided. Please note that if proof is not provided within 40 days, candidate's exam results will be null and void and a re-sit would be required.

Course Material

Please ensure you bring a device such as a mobile phone, tablet or laptop to be able to load your course material on to as you may need this for use in the evenings.

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Who Should Attend

Target Audience

- Individuals who have attained the ITIL Foundation certificate in Service Management,and who wish to advance to higher level ITIL certifications
- Individuals who require a understanding of Service Operation and how it enhances the quality of IT service within an organisation
- Anyone involved in the ongoing management, coordination or integration of operational activities within the Service Lifecycle

Outline

This certification is aimed at people involved with the management and control of Service Operation and, as such, does not cover process details in great depth. (For that level of information see the ITIL Expert Qualification: Operational Support and Analysis Certificate). The Service Operation Course provides information to enable delegates to gain competencies in:

- Service Operations Principles
- Service Operation Processes
- Common Service Operation Activities
- Organising Service Operation: Functions
- Technology Considerations

- Implementation Considerations
- Challenges, Critical Success Factors and Risks

Please be aware, this course also provides 21 Hours of Contact Education/Professional Development Units towards PMI PMP certification/re-certification.

Examinations:

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. 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. The pass mark is 28 marks from 40 (70%).