






ITIL® Intermediate – Service Operation (SO)

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WHY The Business Kamp?

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Overview

The ITIL® (Information Technology Infrastructure Library) framework is designed to standardize the selection, planning, delivery and support of IT services to a business. The Service Operation (SO) module is one of the qualifications within the ITIL® Service Lifecycle category of the ITIL® Intermediate level. The SO module focuses on coordination of the activities involved during service strategy design and transition phase. This certification is aimed at the professionals involved in management of Service Operations.

ITIL® qualifications set international benchmarks of quality for IT professionals all over the world. The value of ITIL® has increased sharply in recent years and an ITIL® certification is fast becoming an entry requirement for a majority of IT-based roles. Professionals with ITIL® Intermediate SO Certification are likely to earn 40% higher salary as compared to non-certified peers.



Certification

Applicants will be awarded the ITIL® Intermediate – Service Operation credential upon passing the ITIL® Intermediate – Service Operation examination, which is governed by APMG, AXELOS and PEOPLECERT etc. . Professionals require 21 hours of professional training before attending ITIL Intermediate Exam. The certification exam fee is not included in the course fee and the students need to schedule their exam with any of the governing bodies.



Who should attend?

The target group of the ITIL® Intermediate CSI Certificate includes, but is not restricted to:

- Chief information officers (CIOs)
- Chief technology officers (CTOs)
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers



Prerequisite

Although no prior IT experience is required to apply for the certification exam, it is recommended that delegates have some experience working in an ITSM environment or service desk and have a basic understanding of ITSM issues. Even an aspirant ITSM professional can take this course.



Expected Learning Outcomes

Students will learn how to:

- Describe the Service Operation's purpose, objectives, scope and value to business and the key components of ITIL library
- Explain the involvement of Service Operation staff within other lifecycle stages
- Describe the Operational Activities in other Lifecycle Stages
- Explain how Service Operation (SO) is organized and how its functions are structured
- List the challenges, critical success factors and risks associated with Service Operations



Syllabus

- 8 chapters
 1. Introduction - (purpose, scope, optimization of service operations etc.)
 2. SO principles
 3. SO processes
 4. Activities
 5. Organization
 6. Technology Conditions
 7. Implementation
 8. Challenges, critical success factors & risk
- 31 High Quality Videos
- 17 Helpful Study Guides
- 102 Test Questions
- 534 Terms and Definitions
- 1 Reference Material.
- 2 Official Practice Question Papers + Guides + Videos (on all Knowledge Areas)

About The Business Kamp

The Business Kamp educational experience spans over 15 years providing quality education both onsite, and on line. We are committed assist and to propel you to the pinnacle of your profession. The Business Kamp vast offering of services will exceed your educational expectations. Our strength starts with the quality and experience our people. Collectively The Business Kamp provides well over 100+ years of highly educated instructors who not only mentor students, but bring a unique touch of practical application, “we’ve been there” engaged with clients from a variety of market segments person to person. The Business Kamp has assisted both companies and individuals to increase their current capabilities and perform at a much higher level than perceived possible. Through our processes and commitment to excellence we offer the best training platform available . The Business Kamp educational offerings are second to none.

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