



HEROTEC
NETWORK PROFESSIONAL TRAINING

IT infrastructure Library

Related Certificate	ITIL® Intermediate Qualification: Service Operations Certificate
Course ID	ITIL v3
Related Exams	Intermediate (Lifecycle stream)
Audience	main target group for the ITIL® Intermediate Qualification: Service Operations Certificate includes but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit
Duration	3 Days

PROFE

ITIL® Intermediate Qualification: Service Operations Certificate

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 Certificate. 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 as documented in the ITIL® Service Operation publication.

The Course Coverage

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

Course Modules

The ITIL Service Operations course has been divided into 8 modules to cover the Introduction to Service Management and each of the five Service Lifecycle books as follows:

Module 1 - Introduction to Service Operations

Module 2 - Service Operations principles

Module 3 - Service Operations processes

Module 4 – Common Service Operational activities

Module 5 - Organizing for Service Operations

Module 6 - Technology Considerations

Module 7 – Implementation of Service Operations

Module 8 - Challenges, critical success factors and risks

Herotec is Accredited Organization through APMG International, provides training on all aspects of the ITIL curriculum .

<http://www.apmg-international.com/AccreditedOrganisations/Herotec.aspx>

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