

## **Curso** ITILSO - ITIL Service Lifecycle: Service Operation (SO)

24,00 Horas

### **Introdução**

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream

The ITIL® SO (Service Operation) course is part of the ITIL® Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® Service Operation Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace.

### **Público-alvo**

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers and ITSM trainers who require a detailed understanding of the ITIL Service Operation phase of the ITIL core Lifecycle and the affected processes, functions and activities and their application

### **Quando completar o curso**

Upon successfully achieving the ITIL Service Operation certificate, students earn 3 credits in the ITIL® qualification scheme. Project Management Institute –Professional Development Units (PDUs) = 28

### **Pré-requisitos**

An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment

### **Exames**

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Duration: 90 minutes

### **Conteúdo em detalhe**

At the end of this course, you will learn:

The term “Service Operation”, and how it fits in the overall core ITIL Lifecycle

The operational activities of processes covered in other Lifecycle phases

Service Operation Processes

Organizational issues including: Functions, Groups, Teams, Department and Divisions

Service Operation Activities

Service Operation Technology Considerations and Requirements

Planning and Implementing Service Management Technologies

Managing Change in Service Operations

Challenges, Critical Success Factors and Risks