

ITIL® INTERMEDIATE LIFECYCLE: Service Operation

Service Operation encompasses the day-to-day activities, processes, and infrastructure responsible for delivering value to the business through technology. It includes monitoring services, resolving incidents, fulfilling requests and carrying out operational tasks.

Who is SO for?

The course is designed for, but is not restricted to CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of operation activities within the Service Lifecycle.

Benefits

Reduce unplanned resource and costs through better handling of service outages and identification of their root causes

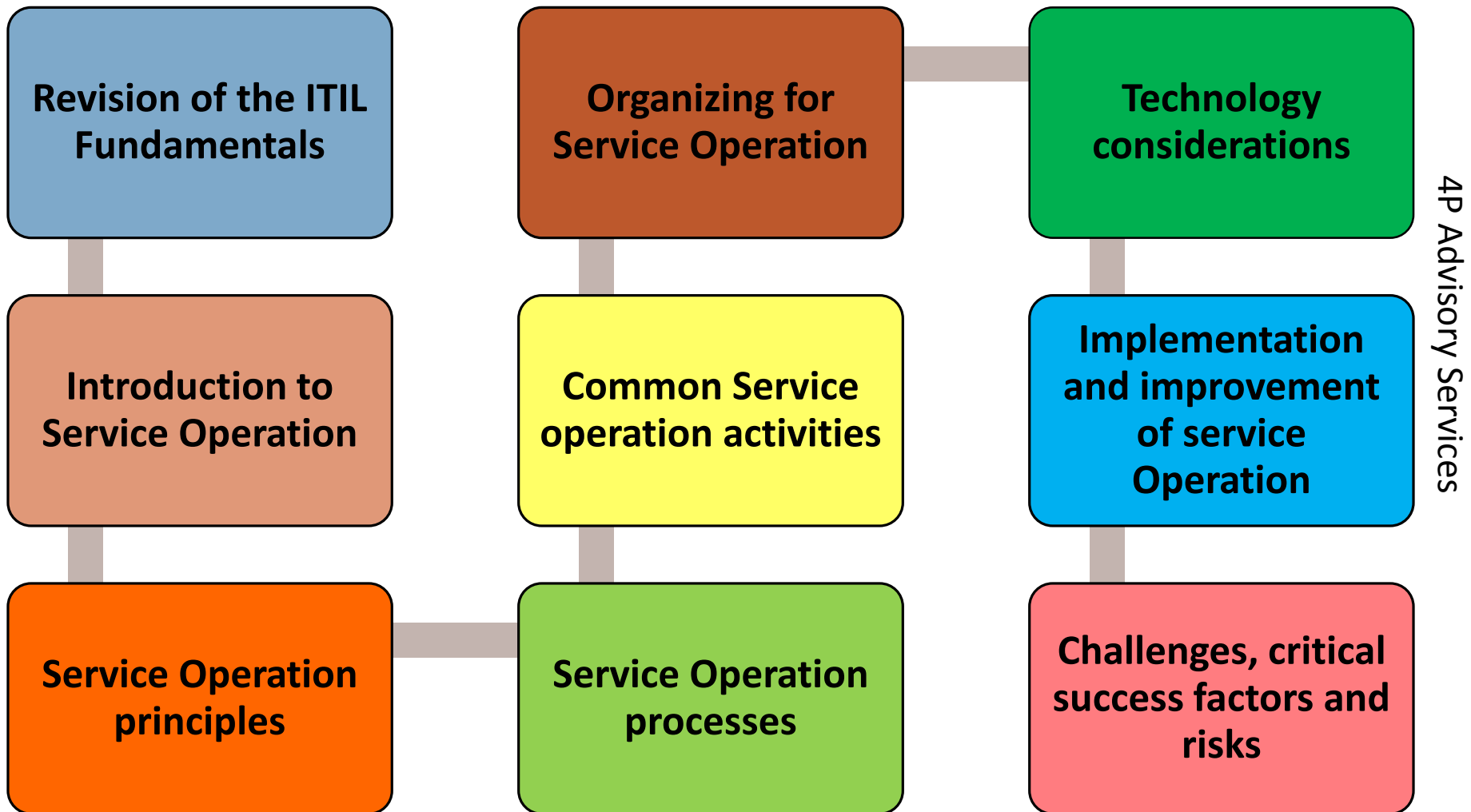
Enabling continual improvement and better investment decision making by providing operational results and data for decision support

Enable users to improve their productivity or the quality of business services and products by providing quick and effective access to standard services

Enable the business and customers to add value from the services they are receiving by reducing downtime

4P Advisory Services

Course Outline



Prerequisites for the EXAM

- ITIL Foundation Certificate in IT Service Management
- Earlier ITIL (V2) Foundation plus Foundation Bridge
- ITIL Expert in IT Service Management
- Completion of an Accredited course from an ITIL Accredited Training Provider

Exam Details

- Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one 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
- Closed Book
- Pass Mark : 70% (28 out of 40)
- Exam duration : 90 minutes



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Join NOW!

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