

## IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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### ITIL® V3 Service Lifecycle Certification: Service Operation

**Delivery Format: ILT**  
**Delivery Format: MLT**

**Duration: 3 Days**  
**Duration: 90 Days**

#### Course Description

This hands on program leads to a Certificate in ITIL V3 Service Lifecycle Management - Service Operation. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of the processes, functions and activities associated with the Service Operation domain of the ITIL® Service Lifecycle. Upon successful completion of the education and examination, students can expect to gain competencies in the following IT Service Operation areas:

- Introduction to Service Operation
- Service Operations Principals
- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operation: Functions
- Technology Considerations
- Implementation Considerations

#### Who Should Attend

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of V3 practices within the Service Lifecycle context. Prime focus is the Lifecycle itself, the use of process and practice elements used within it and the management capabilities needed to deliver quality Service Management practices in an organization.

#### Prerequisites

V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

#### Exam

An optional 90 minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board (ISEB). Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded three credits towards ITIL Expert® certification upon successful completion of the exam.

#### Reference Material

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

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