



## ITpreneurs ITIL® v3 Blended Service Operation Course

Mastering ITIL Intermediate courses requires IT professionals to obtain a great depth of knowledge in the ITIL body of knowledge and to learn to apply this knowledge in real life.

ITpreneurs' blended Service Operation (SO) training course uses an optimal mix of training methods to achieve this result in a way that is most convenient, effective and economical to participants.

Participants obtain the '**knowing**' component of the course by completing 8-hours of self paced e-learning in their own time and at their own pace.

After completion of the e-learning component of the course, the program taps into the natural strengths of the classroom. In 1,5 days, participants are provided with a safe environment where they can learn to '**apply**' their knowledge through a combination of case studies, assignments and role plays.

*Thinking beyond the traditional classroom "box" and presenting students with an optimal mix of learning methods*



**ITL9338-B**  
**ITL9338-VC-B**  
Blended  
ITIL® v3 Service  
Operation Lifecycle  
Course

**Certificate:**  
ITIL® Service  
Operation Lifecycle

**Duration:**  
1,5 days (virtual)  
classroom  
8 hours self-paced e-  
learning

**Course Delivery:**  
(Virtual) Classroom  
E-learning

**Languages:**  
English ITL9338-B  
ITL9338-VC-B

**Credits:**  
3 Credits to ITIL

Expert  
PMI® PDUs:  
23

## Course Description:

This ITIL v3 Service Lifecycle course immerses participants in the overall concepts, processes, policies and methods associated with the Service Operation phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Participants benefit from an optimal mix of learning methods that provides them with the most effective way to build their ITIL knowledge with respect to Service Operations and learn to apply this knowledge in real life. Participants can complete e-learning modules in their own time to build the right level of knowledge before participating in interactive classroom or virtual classroom sessions where they can apply this knowledge in practice.

## Audience:

The Service Operation Lifecycle course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the ITIL Service Operation stage of the ITIL Service Lifecycle and how activities in it may be implemented to enhance the quality of IT service management within an organization
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- IT professionals working within or about to enter a Service Operation environment and requiring an understanding of the concepts, processes, functions and activities involved.
- A typical role includes (but is not restricted to): IT managers, Process owners, ITSM implementation teams, consultants, stakeholders or anyone else involved in the ITSM project

## Learning Objectives:

Upon completion of this course and examination, the participant will gain competencies in:

- Understanding Service Management as a Practice and Service Operation principles, purpose and objective
- Understanding how all Service Operation processes interact with other Service Lifecycle processes
- The sub-processes, activities, methods and functions used in each of the Service Operation processes
- The roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- How to measure Service Operation performance
- Understanding technology and implementation requirements in support of Service Operation
- The challenges, critical success factors and risks related with Service Operation



## Practical information about the course:

- A maximum of 12 people can attend this course with 1 instructor, more students requires a second instructor
- Participants have to provide their ITIL Certificate numbers prior to the start of the course
- Participants are expected to complete the e-learning modules prior to joining the classroom / virtual classroom sessions as the classroom sessions build upon the knowledge provided in the e-learning modules
- Classroom / Virtual Classroom sessions run from 08:00 – 5:00 on day 1 and from 8.00 till 13.00 on day 2
- After the classroom sessions, there is one more e-learning unit to complete - the exam preparation module
- The exam can be scheduled at a time and date convenient to learners after completion of the final e-learning module
- The e-learning modules and the virtual classroom environment require a high speed internet connection, internet explorer 7.0 or higher a headset and microphone.
- The instructor is available throughout the program to support participants with their e-learning modules. The instructor can be reached via telephone or email.

## Prerequisites:

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification, in particular the Service Operation publication.
- It is recommended that participants should complete at least 21 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular the Service Operation publication in preparation for the examination. The syllabus can be downloaded from: <http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>

## Course Study Material:

- Participants receive a copy of the classroom presentation material, practice exam, case study, homework and assignments.
- Participants receive a PDF with additional course reference material (about 600 pages). This material is formatted for an e-reader allowing for participants to read it as an e-book
- Participants receive a login and password for the e-learning modules a few weeks before the (virtual) classroom course starts. The e-learning materials are available for 2 years after completion of the course

## About the Examination:

- Evidence of ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate and completion of Service Operation Lifecycle course from an Accredited Training Provider is required to sit the exam
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of 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.
- Pass score is 28/40 or 70%



## Credits:

- Upon successful passing of the ITIL v3 Service Operation Lifecycle exam, the participant will be recognized with 3 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 23

## Agenda:

e-Learning	(Virtual) Classroom		e-Learning
	Day1	Day2	
6-hours of self paced instructor supported e-learning	1. Introduction	5. Organizing Service Operation	2-hours of self paced instructor supported e-learning
	2. Service Operation Principles	6. Technology considerations	
	3. Service Operation Processes	7. Implementation considerations	
		8. Challenges, Critical Success Factors and Risks	
	<b>Lunch</b>		
	4. Common Service Operation Activities		
	<b>Homework</b>		

## ITpreneurs Training Material Accreditation Status



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