

# Course Service Operation ITIL® Intermediate

Intermediate course ITIL SO – Lifecycle stream, accredited by EXIN

**Course length:** 3 days + 2 hours certification exam next day

**Price:** 26.970 CZK + VAT (33.860\* CZK including certification exam from PeopleCert)

\* individual price for more participants - ☎

\* course can be organized on premise - ☎

**Registration:** [registration form](#)

**Dates:** see courses calendar on main page – [www.q4it.eu](http://www.q4it.eu)

**Places:** Brno, Prague, Ostrava

**Target group:** CIO, Chief Technology Officer, manager, team leader, designer, architect, planner, IT consultant, IT audit manager, IT security manager or ITSM trainer or a member of the supervisory staff, IT operation manager, Service Desk manager. Your role involves dealing with or being responsible for Service Operation.

**Prerequisites:** The certificate is a follow-on after gaining the ITIL® Foundation in Service Management. Candidates followed training with an EXIN-accredited trainer.

**Course learning objectives:** This qualification provides a complete management-level overview of service operation including all its related activities. Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification

## Course agenda:

- Introduction to service operation
- Service operation principles
- Service operation processes
  - Event Management
  - Incident management
  - Request Fulfillment
  - Problem Management
- Access Management
- Common service operation activities, Service Desk
- Organizing for service operation: functions
- Technology considerations
- Implementation of service operation
- Challenges, critical success factors and risks

## Additional information:

- Certification exam can be passed right after the course
- Course material is in English to keep precise meaning of terms and definitions
- Course participants are provided with hot/cold drinks, lunch, snacks
- Individual and group assignments are part of the course to actively involve course participants
- Course is lead by experienced trainer with many years practical experience – ITIL Expert



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