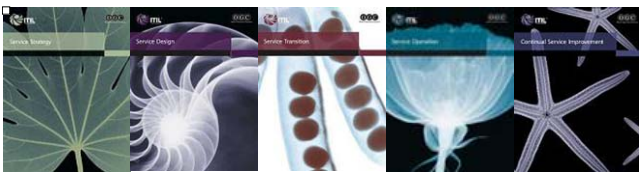


# ITIL V3 Service Operation with Certification Exam (3 days)

The ITIL Expert Qualification: Service Operation Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL Service Operation publication.



## What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

## Target Audience

The main target group for the ITIL Intermediate Qualification: Service Operation Certificate includes, 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.

The course syllabus covers the management and control of the activities and techniques within Service Operation, but not the detail of each of the supporting processes.

This course syllabus may also be of interest to:

- Individuals who require a detailed understanding of the ITIL Service Operation phase of the ITIL core Lifecycle and how it may

- be implemented to enhance the quality of IT service provision within an organization
- IT professionals working within or about to enter a Service Operation environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite

## Course overview

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Service Operation
- Service Operations Principals
- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operation: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

In addition the training for this certification should include examination preparation, including a mock examination opportunity.

## Eligibility for the exam

To be eligible for the ITIL Expert Qualification: Service Operation examination, the candidate must have fulfilled the following requirements:

At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme

There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Hold the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate

It is also recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Operation book in preparation for the examination

## Exam format

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)

Supervised: Yes

Open Book: No

Pass Score: 28/40 or 70%

Distinction Score: TBC

Delivery Online or Paper Based Examination

## Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

## Duration

Three days – includes lecture, exam preparation and exam.

## Contact Information

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