



# ITIL® V3 LIFECYCLE COURSE: SERVICE OPERATION

Certificate: ITIL® Service Operation | Duration: 5 days | Course Delivery: Classroom, Courseware Licensing  
Credits: 3 Credits to ITIL Expert™ and 22 PMI PDUs | *subject to external change*

## OWLPOINT TRAINING

OwlPoint in partnership with ITSM Academy provides a series of comprehensive IT Service Management education services.

## SERVICE CATALOG

Our robust Service Catalog includes all levels of IT Infrastructure Library™ (ITIL®), ISO/IEC 20000, Microsoft Operations Framework (MOF) and Process Design (CPDE) Certification Courses, as well as Workshops, Simulations, and eLearning including; **Apollo 13 an ITSM Simulation, Visible Ops** and **CobIT**.

## ACCREDITATIONS

All of our Certification Courseware is developed in-house and accredited by independent, international organizations.

## PMI PDUs

As a Project Management Institute (PMI®) R.E.P., our courses earn Professional Development Units (PDUs).

## ABOUT OWLPOINT

OwlPoint, is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL.

Training Delivered in our Classrooms... or yours

- ▶ The constant barrage of new technologies and ever evolving business requirements demands an updated approach to IT Service Operation. Based on the Service Operation publication of the ITIL® V3 core library, this course provides best-practice advice and guidance on all aspects of managing the day-to-day operation of an organization's IT Services. It covers issues relating to the people, processes, technology and relationships necessary to ensure the high-quality, cost-effective provision of IT service necessary to meet - and exceed - business needs.

Embedded into this course is our unique virtualization, **Living the Lifecycle®**. Woven through all of our ITIL® V3 Certification classes, it brings V3 processes and concepts to life. Within a virtual business environment, we introduce a service and then follow it from strategic decision through implementation. **Living the Lifecycle®** successfully enables active learning by encouraging the participants to:

- ▶ Discuss and understand pure ITIL® concepts
- ▶ Apply concepts to a "neutral" real world situation
- ▶ Learn different perspectives
- ▶ Reinforce examinable concepts

## LEARNING OBJECTIVES:

Upon successful completion learners will understand:

- ▶ 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

## CERTIFICATION:

Successfully passing (70%) the 90 minute exam, consisting of eight (8) complex, multiple choice scenario-based questions, leads to the ITIL® V3 Intermediate Certificate.

## PREREQUISITES:

Candidates for this course have:

- ▶ ITIL® V3 Foundation – obtained through ITIL® V3 Foundation or Bridge Course
- ▶ Recommended:
  - 2 years IT Service Management experience
  - A minimum of 21 hours of personal study

## ITIL EXPERT™:

Earn 3 credits of the 22 required to achieve the ITIL Expert™ Certification.

## PROJECT MANAGEMENT INSTITUTE (PMI®) PROFESSIONAL DEVELOPMENT UNITS (PDUs):

OwlPoint in partnership with ITSM Academy is recognized by PMI® as a Global Registered Education Provider (R.E.P.). Project Management Professionals earn **22** PDUs upon completion of this course.

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## AUDIENCE:

The primary audience is:

- ▶ CIOs, CTOs, IT and Business Professionals and Process Owners involved in the ongoing management, coordination and integration of operation activities within the Service Lifecycle
- ▶ Individuals who require a detailed understanding of the ITIL Service Operation stage and how it may be implemented to enhance the quality of IT service provision within an organization
- ▶ Individuals seeking to achieve the ITIL Master or ITIL Expert™ Certification

## INSTRUCTORS:

As with all our training, our instructors have successful track records as IT professionals and bring that acumen into the classroom. Utilizing the highest quality content, our trainers blend their real life experiences into lively classroom discussion. Trainers for this course are ITIL Experts™, Service Operation Certified and have successfully completed the Service Operation Train-the-Trainer Program.

## COURSE / STUDENT MATERIALS:

Upon registration, a pre-course reading list will be provided. Learners will need to complete the reading assignment and bring the Service Operation book to class.

- ▶ Three (3) Days Instructor Led Training and Exercise Facilitation (21 Contact Hours)
- ▶ Learner Manual (excellent post-class reference)
- ▶ Study Aids and Sample Exams, Exam Preparation
- ▶ Participation in a Unique Series of Case Study-Based Exercises - **Living the Lifecycle®**
- ▶ In-Class Examination

Note: The ITIL® V3 library books are not included. Learners must bring their own copy of *Service Operation* to class, which is available at [www.itsmbookstore.com](http://www.itsmbookstore.com). Upon registration, learners are emailed a copy of the official syllabus to identify class pre-reading.

## DELIVERY METHODS:

- ▶ Public Classroom
- ▶ Corporate Classroom
- ▶ Courseware Licensing

## COURSE LOGISTICS:

- ▶ Prerequisite Certification must be Provided Prior to Class Start
- ▶ Contact Hours is 21
- ▶ Maximum Learners per Instructor is 12
- ▶ Traditional Classroom or U-shaped Seating Arrangement
- ▶ 2 Break-out Rooms where Available - Whiteboard, Flipchart, Projector

