

## ITIL® Intermediate Training - Service Operation

The ITIL® Service Operation training course is one of the ITIL Service Life Cycle modules, and will be useful to delegates that wish to concentrate on the use of process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

### Objective

Upon completion of this ITIL® Service Operation training course you will have knowledge of:

- Understand the importance of Service Management as a Practice
- Lead discussions on Service Operation
- Understand Service Operation Principles and Processes
- Carry out common Service Operation activities
- Organise Service Operation effectively
- Recognise Service Operation functions and technology-related activities
- Understand how to implement Service Operation
- Understand and analyse challenges, Critical Success Factors and risks related to Service Operation

### Details

**Duration:** 3 Days

### Who is this course for

Before attending this Service Operation training course you must hold an ITIL Foundation certificate. To obtain an ITIL Foundation certificate, attend our [ITIL Foundation training course](#).

## Course Content

### Modules:

- Introduction to Service Operation
- Service Operation Principles
- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operation
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

*ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.*

Silicon Beach Training Ltd

Moorgate House, 5-8 Dysart Street, London, EC2A 2BX