ITIL3-OPER - ITIL® Intermediate Lyfecicle Service Operation

ITIL® - - Project Management e Best Practice

Durata:	Lingue:	Certificazione:
3 Giorni	**Italiano**	**-**

Descrizione del corso

The ITIL® 2011 SO (Service Operation) course is part of the ITIL® Intermediate Lifecycle stream. The course prepares candidates to take the ITIL® Service Operation Intermediate exam as well as providing valuable knowledge that can be implemented in the workplace. The Service Operation Certificate is a free-standing qualification but is also part of the ITIL® intermediate lifecycle stream. It is one of the modules that leads to the ITIL® Expert Certificate in IT Service Management (ITSM). The purpose of this module, exam and certificate is, to impart, test, and validate the knowledge on industry practices in IT Service Management as documented in the ITIL® Service Operation publication. In order to access ITIL® Intermediate Lyfecicle Service Operation course and exam, you must have obtained ITIL® v3 Foundation certificate. The certification exam will be taken by the participants at the end of the course. The course includes the official teaching material and the related exam in electronic format. ITCore Group is a Reseller of Accredited ITIL® training courses provided by Green Mill Solutions, accredited ATO by Peoplecert. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. All AXELOS Limited related training courses (ITIL® and PRINCE2®) will only be delivered including certification exams.

Programma

- Introduction to Service Operation
- Service Operation principles
- Service Operation processes
- Common Service Operation activities
- Organizing for Service Operation: functions

ITCore Group

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- Technology considerations
- Implementation of Service Operation
- Challenges, critical success factors and risks.

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