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THE ITIL® EXPERT QUALIFICATION: SERVICE OPERATION CERTIFICATE

The ITIL® Expert: Service Operation Certificate – is a free-standing qualification, but also one of five service-lifecycle modules that can lead to the Managing Through the Lifecycle module and the award of the ITIL Expert in IT Service Management. The purpose of this module/certificate is to impart and test detailed knowledge about the contents of the ITIL v3 Service Operation Book; Service Operation purpose, processes, functions and activities.

Target Group

The target group of the ITIL® Expert: Service Operation Certificate is

- 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 organisation.
- IT professionals working within or about to enter a Service Operation environment and requiring a detailed understanding of the processes, functions and activities involved.
- Individuals seeking the ITIL® Expert in IT Service Management who wish to obtain this qualification as one of the 5 lifecycle-stream modules that lead to the Managing Through The Lifecycle module and the ITIL Expert.
- Individuals wishing to study for the ITIL Advanced Expert – for which the ITIL Expert is a prerequisite.

This may include but is not limited to, CIOs, Senior IT Managers, IT Managers and Supervisors, IT professionals and IT Operation practitioners.

Candidates can expect to gain competencies in the following areas upon successful completion of the education and certification process.

- Introduction to Service Operation
- Service Operations Principals
- Service Operation Processes
- Common Service Operation Activities
- Organising Service Operation: Functions
- Technology Considerations
- Implementation Considerations

Learning Objectives

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

- Leading discussions on Service Operations
- Service Operation Principles
- Service Operation Processes
- Common Service Operation Activities
- Organising Service Operations



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- Service Operation Functions
- Service Operation technology related activities
- Implementing Service Operations

Prerequisite Entry Criteria

ITIL® v3 Foundation Certificate (or a v1/v2 Foundation certificate and a v3 Foundation Bridge certificate). Documentary evidence of this certification will be required before admission to the ITIL® Expert; Service Operation examination is granted.

Eligibility for Examination

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

- Instruction with an accredited training provider for this syllabus, as part of a formal, approved training course/scheme.
- There is no minimum requirement but a basic IT literacy and circa 2 yrs IT experience are highly desirable
- Hold the ITIL® Foundation Certificate in IT Service Management.
- It is recommended that students should complete at least 21 hours of personal study in preparation for the examination

Syllabus

Candidates for the ITIL® Expert; Service Operation examination must complete the following 8 units of study and successfully pass the relevant multiple choice examination to achieve certification.

The units cover the topics listed:

Introduction to Service Operation

This unit introduces the candidate to the concepts and terminology in the field of Service Operation.

Service Operation Principles

This unit will cover the Service Operation Principles. Specifically, after completion of this module students will be expected to understand and be able to describe

- Organizational issues including: Roles, Functions, Groups, Teams, Department & Divisions
- Achieving balance in Service Operations
- Providing Service
- Involvement in Design and Transition
- Operational Health
- Communication
- Documentation

Service Operation Processes



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This unit will provide detailed coverage of the ITIL processes primarily covered in the Service Operation phase, and briefly describe the operational activities relating to other ITIL processes, primarily covered in other phases.

- The purpose, goal, objectives and scope; value to business; policies, principles & basic concepts; process activities, methods and techniques; triggers, inputs, outputs & interfaces; information management issues; metrics; challenges

Common Service Operation Activities

This unit will cover the activities commonly performed in the Service Operation arena. Candidates will, after undertaking this module, be expected to demonstrate a good understanding of, and be able to articulate, the following activities:

- Monitoring & Control
- IT Operations
- Mainframe Management
- Server Management & Support
- Network Management
- Storage & Archive
- Database Management
- Improvement of Operational Activities

Organising Service Operation

This unit covers the Service Operation functions and maps them to roles & responsibilities and activities. It will also cover Service Operation organizational structures. Candidates will, after undertaking this module, be expected to understand and be able to describe the following:

- Functions
- Service Desk
- Technical Management
- IT Operations Management
- Application Management
- Roles & Responsibilities
- Service Operation Organizational Structures

Technology Considerations

This unit will cover technology considerations. Candidates will be expected to have a good understanding of:

- Technology, tools and telephony requirements for the Service Operation processes and activities

Format of the Examination

Type Complex Multiple choice, multi-part, scenario based, gradient scored questions
Duration Maximum **90** minutes.

Prerequisite ITIL v3 Foundation Certificate or ITIL v2 Foundation plus Bridge Certificate and



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completion of an accredited Course from an ITIL Accredited Training Provider
 Supervised: Yes
 Open Book: No
 Pass Score: 65%
 Distinction Score: 75%
 Paper Based Examination

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