





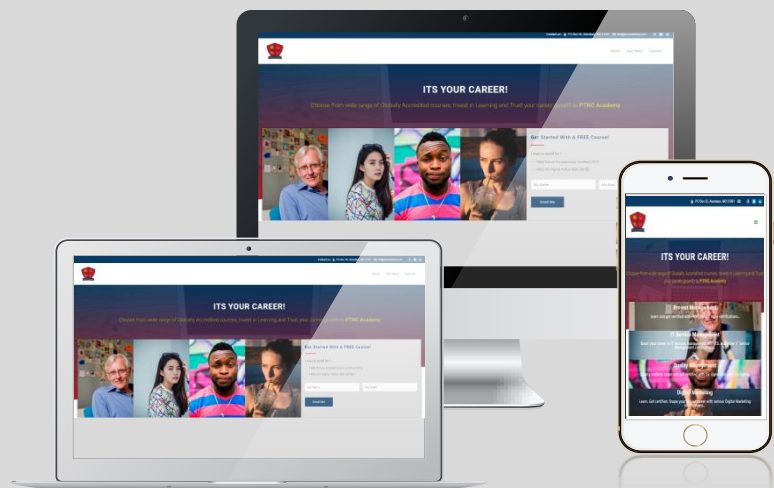


Boost Your Career With ITIL® Intermediate – Service Operation (SO)



Course designed to help you learn, transform performance and always stay in the forefront of trends in a continually evolving business world!

-  High quality Content
-  Study Guides
-  Learning Videos
-  Practice Tests
-  Learning Support
-  Learn on any device





Overview

The ITIL® (Information Technology Infrastructure Library) framework is designed to standardize the selection, planning, delivery and support of IT services to a business. The Service Operation (SO) module is one of the qualifications within the ITIL® Service Lifecycle category of the ITIL® Intermediate level. The SO module focuses on coordination of the activities involved during service strategy design and transition phase. This certification is aimed at the professionals involved in management of Service Operations.

ITIL® qualifications set international benchmarks of quality for IT professionals all over the world. The value of ITIL® has increased sharply in recent years and an ITIL® certification is fast becoming an entry requirement for a majority of IT-based roles. Professionals with ITIL® Intermediate SO Certification are likely to earn 40% higher salary as compared to non-certified peers.



Certification

Applicants will be awarded the ITIL® Intermediate – Service Operation credential upon passing the ITIL® Intermediate – Service Operation examination, which is governed by APMG, AXELOS and PEOPLECERT etc. . Professionals require 21 hours of professional training before attending ITIL Intermediate Exam. The certification exam fee is not included in the course fee and the students need to schedule their exam with any of the governing bodies.



Who should attend?

The target group of the ITIL® Intermediate CSI Certificate includes, but is not restricted to:

- Chief information officers (CIOs)
- Chief technology officers (CTOs)
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers



Prerequisite

Although no prior IT experience is required to apply for the certification exam, it is recommended that delegates have some experience working in an ITSM environment or service desk and have a basic understanding of ITSM issues. Even an aspirant ITSM professional can take this course.



Expected Learning Outcomes

Students will learn how to:

- Describe the Service Operation's purpose, objectives, scope and value to business and the key components of ITIL library
- Explain the involvement of Service Operation staff within other lifecycle stages
- Describe the Operational Activities in other Lifecycle Stages
- Explain how Service Operation (SO) is organized and how its functions are structured
- List the challenges, critical success factors and risks associated with Service Operations



Syllabus

- 8 chapters
 1. Introduction - (purpose, scope, optimization of service operations etc.)
 2. SO principles
 3. SO processes
 4. Activities
 5. Organization
 6. Technology Conditions
 7. Implementation
 8. Challenges, critical success factors & risk
- 31 High Quality Videos
- 17 Helpful Study Guides
- 102 Test Questions
- 534 Terms and Definitions
- 1 Reference Material.
- 2 Official Practice Question Papers + Guides + Videos (on all Knowledge Areas)

About PTNC Academy

PTNC Academy, designed to deliver globally accredited certification courses to help people transform performance and always stay in the forefront of trends in a continually evolving business world! To do so, we are partnered with leading content providers and making courses available in all formats to suit the learning need of every student.

MAKE SMATER AND BETTER INVESTMENT ”

People Development

COURSES PORTFOLIO

PROJECT MANAGEMENT

- PMP
- Scrum Developer Certified (SDC)
- Scrum Master Certified (SMC)
- Scrum Product Owner Certified (SPOC)
- Agile Master Certified (SAMC)

DIGITAL MARKETING

- Affiliate Marketing Professional
- Email Marketing Professional
- Search Engine Optimization Professional
- Social Media Marketing Professional
- Certified Search Marketing Professional

QUALITY MANAGEMENT

- Six Sigma Green Belt (SSGB)
- Six Sigma Black Belt (SSBB)
- Lean Six Sigma Green Belt (LSSGB)
- Lean Six Sigma Black Belt (LSSBB)

IT SERVICE MANAGEMENT

- ITIL Foundation
- ITIL Intermediate – SO
- ITIL Intermediate - CSO
- COBIT v5



Trust your educational growth to
PTNC Academy

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