

**TI121****PROCESS MANAGEMENT**

# ITIL® 2011 Intermediate – Service Operation (SO) – Lifecycle

**DURATION**  
**3 DAYS****REGULAR FEE**  
**2 475 \$****PREFERENTIAL FEE**  
**2 225 \$**

## Objectives

To provide the knowledge and skills required to describe the concepts, processes and their objectives, policies and methods related to IT service operation management. Participants will be given the opportunity to put ITIL® principles into practice, and will be prepared to put the skills they have acquired to use in order to successfully pass the AXELOS exam.

## Targeted audience

Managers and personnel involved in implementing IT service operation processes or any of its related disciplines, such as the service center.

## Prerequisite

ITIL® 2011 Foundation Certification or ITIL®V3 Foundation Certification (Course TI111) or having passed the upgrade exam from V2 to V3. It is also strongly recommended that candidates read the principal ITIL publications on the life cycle of services, and particularly "Service Transition" (2011 edition) before beginning the training for certification.

## Content

- Introduction to service operation
- Principles of service operation
- Service operation processes and activities:
  - Event management
  - Incident management
  - Request management
  - Access management
  - Problem management
  - Duties:
    - Service center
    - Technical management
    - Application management
    - Computer operations management
  - Service operation - organization
  - Technological considerations
  - Service operation - implementation
  - Challenges, critical factors for success, and risks involved
  - Each discipline will be examined with a focus on the following aspects:
    - Goals and objectives
    - Basic concepts
    - Process model and activities
    - The values of the process
    - Roles and responsibilities
    - Key metrics, challenges, critical success factors and risks
  - Exam preparation
  - Exam

## Material Note

The training material is based on the AXELOS syllabus: The ITIL Intermediate Qualification I Service Operation Certificate\_v5.4 Live.

## Exam Note

Practice exams provided by AXELOS will be distributed to participants in order to help them prepare for the certification exam. The exam is in

## Select the training date\*

Montreal	February 10 to February 12 2020
Ottawa	February 10 to February 12 2020
Montreal	May 27 to May 29 2020
Ottawa	May 27 to May 29 2020

## Accreditation and partners association



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**24 PDU**

English, as it has not yet been translated by AXELOS.

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