

ITIL(R) Lifecycle Certificate in Service Operations

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Overview

The ITIL Service Operation Certificate Course is one of five lifecycle courses that fit into the intermediate stream for ITIL certification. It is a free-standing qualification but it is also a module contributing to the ITIL Expert in IT Service Management Certificate.

This certification is aimed at people involved with the management and control of Service Operation and, as such, does not cover process details in great depth. (For that level of information see the ITIL Expert Qualification: Operational Support and Analysis Certificate). The Service Operation Course provides information to enable delegates to gain competencies in:

- Service Operations Principles
- Service Operation Processes
- Common Service Operation Activities
- Organising Service Operation: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

Please be aware, this course also provides 21 Hours of Contact Education/Professional Development Units towards PMI PMP certification/re-certification. The program is targeted at:

- Individuals who have attained the ITIL Foundation certificate in Service Management, and who wish to advance to higher level ITIL certifications
- Individuals who require a understanding of Service Operation and how it enhances the quality of IT service within an organisation
- Anyone involved in the ongoing management, coordination or integration of operational activities within the Service Lifecycle

It is accredited by, and follows the syllabus specified by the APM Group (www.apmgroup.co.uk).

Examinations

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. The pass mark is 28 marks from 40 (70%).

For the Cabinet Office's Published Best Practice ITIL Glossaries please visit the ITIL Official Website [here](#)

Prerequisites

ITIL Intermediate (Lifecycle) Certificate in Service Operation

Possession of one of the following:

- ITIL v3 or 2011 Foundation
- ITIL v2 Foundation and v2/v3 Foundation Bridge.

Failure to comply to these pre-requisites will result in candidates results being withheld by the BCS.

On attending the course please ensure you provide documented evidence that you have passed the ITIL Foundation course by either presenting your certificate (or a copy of your certificate) to the course lecturer. If you cannot provide the physical certificate, then as a minimum you must provide the certificate number. Failure to comply to these pre-requisites will result in candidates results being withheld by the BCS.

Success on the course will be enhanced by candidates spending at least 21 hours on reviewing their ITIL Foundation material prior to attending one of the ITIL Intermediate 'Lifecycle' courses

Proof of identification:

If taking an exam, candidates are required to provide Photo ID with a valid signature e.g. driving license, passport or named work ID badges prior to sitting their exam. Failure to produce this ID will result in their exam results being withheld until proof of ID is provided to the BCS. Please note that if proof is not provided within 40 days, candidate's exam results will be null and void and a re-sit would be required.

BCS Reasonable Adjustments Policy

All candidates requiring any additional assistance with exams must be aware of the BCS Reasonable Adjustments Policy. Prior notice and proof of any additional support must be requested in writing 3 weeks prior to attending any BCS course. Delegates failing to advise CourseMonster of any special requirements may result in additional support not being provided.

Candidates who are resident in a country where English is not an official language are entitled extra 30 minutes to complete their exams. Candidates who qualify for extra exam time should complete the attached BCS Extra Time Request Form and send it to the CourseMonster Examination Administration team at training@coursemonster.com at least 3 weeks prior to attending the course. Failure to notify CourseMonster of these requirements may result in this extra time being denied.

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Need more information? Why not call one of our professional training advisors on **0800 40 848 40** or email us at **training@coursemonster.com**

The training course outline shown above is a standardised version representing all the dates available and may vary from the course you attend. You will be sent the supplier's course outline when you enquire about a specific date.

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