

## SZKOLENIE ŚREDNIO ZAAWANSOWANE

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# ITIL Service Operation

HF440S

**Czas trwania: 3 dni**

This course is designed for those involved in event management and monitoring, problem management and root cause analysis, and access management. The course also covers communication and stakeholder management, service desk organization, technical management, and application management. The course prepares attendees for the ITIL Intermediate Qualification: Service Operation Certificate, one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

### Cele szkolenia

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- Introduction to service operation
- Service operation principles
- Service operation processes
- Common service operation activities
- Organizing for service operation: functions
- Technology considerations
- Implementation of service operation
- Challenges, critical success factors and risks

### Zalety

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- IDC MarketScape leader 5 years running for IT education and training
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services
- Key partnerships with industry leaders OpenStack, VMware, Linux, Microsoft, ITIL, PMI, CSA, and SUSE
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits
- Kameralne grupy - szkolenia technologiczne prowadzimy w grupach liczących do 8 osób. Pozwala to na indywidualne podejście oraz aktywizację każdego uczestnika
- Praktyka przed teorią - wszystkie szkolenia technologiczne prowadzone są w formie warsztatowej. Konieczna teoria jest wyjaśniana na przykładzie praktycznych zadań
- Konkretno umiejętności - w ramach każdego szkolenia rozwijamy praktyczne umiejętności związane z daną technologią i tematyką



- Nauka z praktykami - wszyscy trenerzy na co dzień pracują w projektach, gwarantuje to dostęp do eksperckiej wiedzy i praktycznego know-how

## Dla kogo?

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- Chief information officers (CIOs), Chief technology officers (CTOs), Managers, Supervisory staff, Team leaders, Service designers
- IT architects, IT planners, IT consultants, IT audit managers, IT security managers
- ITSM trainers involved in the ongoing management, coordination and integration of transition activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL service operation stage of the ITIL service lifecycle and of how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working within, or about to enter, a service operation environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite

## Wymagania

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- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- A basic IT literacy and around 2 years IT experience are highly desirable
- Undertake at least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution), as part of a formal, approved training course/scheme
- Complete at least 21 hours of personal study by reviewing the syllabus and the ITIL Service Operation publication in preparation for the examination



## Program

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