

TRAINING

TEACHING KNOWLEDGE  
DEVELOPMENT COACHING  
LEARN NEW SKILLS



## ALRICH UK CONSULTING SERVICES LTD

Training solutions designed to deliver globally accredited certification courses to help your people transform performance and always stay in the forefront of trends in a continually evolving business world!

MAKE SMATER AND BETTER INVESTMENT



**People Development**

# About Alrich UK Consulting Services Ltd

Alrich UK Consulting Services Ltd, a global training service provider committed to provide IT and Professional training courses, certifications, placement and IT consulting services. IT courses and certification programmes are delivered through partnership and AXELOS created by the Cabinet Office on behalf of Her Majesty's Government (HMG) in the United Kingdom and Capita PLC to run the Best Management Practice portfolio, including the ITIL® and PRINCE2® professional standards.

## COURSES PORTFOLIO

### PROJECT MANAGEMENT

- PRINCE 2 Foundation
- PRINCE2 Practitioner
- PRINCE 2 Foundation + Practitioner

### SCRUM & AGILE

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

### 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*  
**Alrich UK Consulting Services Ltd**

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

High quality content available in **E-Learning** format to enable you to learn at your place and at your pace helping you, always stays in the forefront of trends in a continually evolving business world!

**We also conduct public and dedicated corporate classes. Please write to us for a custom proposal.**

 [www.alrich.co.uk](http://www.alrich.co.uk)

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### **WHY Alrich Consulting?**



High quality Content



Study Guides



Learning Videos



Practice Tests



Learning Support



Mobile App to learn on the move



## 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)