

For more information, contact  
Pultorak & Associates, Ltd.  
Seattle | Philadelphia | Manila  
Phone +1 (206) 729-1107  
Fax +1 (206) 418-6757  
Web: [www.pultorak.com](http://www.pultorak.com)  
Email: [info@pultorak.com](mailto:info@pultorak.com)

# ITIL® V3 Intermediate Qualification: Service Operation (SO)

## Course Description

Pultorak & Associates' ITIL Version 3 (V3) Intermediate Qualification: Service Operation (SO) course is a four-day (21-contact hour) course leading to the ITIL Intermediate Qualification: SO Certificate. The SO Certificate is a freestanding qualification, but is also part of the ITIL Intermediate Lifecycle stream, and one of the modules leading to the ITIL Expert in IT Service Management Certificate.

The purpose of this course and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL Service Operation publication. The ITIL Certificate in SO is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

Class size is limited to maximum of 12 participants to one trainer for an accredited delivery, with no minimum class size required for an accredited delivery of this course.

## Certification Examination Type and Duration

Upon completion of the course, candidates may sit the optional ITIL V3 Intermediate Qualification examination leading to the ITIL Intermediate Qualification: SO Certificate. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a complex multiple choice format and consists of eight (8) scenario-based, gradient scored questions. Each question will have four 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. Proof of attendance at an accredited training course will be required prior to taking the exam.

## Course Materials

All participants receive a participant kit which includes a copy of the course presentation with extensive notes, job aids, handouts, the official syllabus and sample exams, as well as the ITIL Glossary.

Pultorak & Associates can deliver this class for you, or you may opt to purchase our course material to deliver yourself.

Please note that the purchase of courseware only does not automatically grant the user access to certification exams. The Certification Organizations require the purchaser to be either an Accredited Training Organization or an Accredited Training Associate of Pultorak & Associates.

## Participant Prerequisites

Participants who wish to be eligible for the examination should provide documentary evidence prior to the course that they hold the ITIL Foundation Certificate (the V3 Foundation or V2 Foundation plus Bridge Certificate). It is recommended that participants complete at least 21 hours of personal study by reviewing the syllabus and the Service Operation publication in preparation for the examination.

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### Learning Outcomes

Following completion of this training, the candidate will know:

- The importance of Service Management as a practice concept and Service Operation principles, purpose, and objectives
- How Service Operation interacts with other Service Lifecycle Processes
- The activities, methods, and functions used in each of the Service Operation processes
- The roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- How to explain how to measure Service Operation
- Technology and implementation considerations surrounding Service Operation

### Course Outline

- Introduction to Service Operation
- Service Operation Principles
- Service Operation Processes
  - Event Management
  - Incident Management
  - Request Fulfillment
  - Problem Management
  - Access Management
- Service Operation Functions
  - Service Desk
  - Technical Management
  - IT Operations Management
  - Application Management
- Common Service Operation Activities
- Organizing for Service Operation
- Challenges, Critical Success Factors, and Risks
- Summary, Exam Preparation, and Directed Studies

### Why Pultorak for This Course?

Pultorak & Associates' industry experts have years of experience in ITIL and its implementation. We are active contributors to the content and strive to ensure that the concepts are backed by real-world examples and critical insights that help you chart your own path to achieve your goals with ITIL®. Our experienced instructors have lived the subject matter and are also versed in creating meaningful, engaging participant-centered adult learning, delivering value to you like no one else can.

### For More Information or to Place an Order

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