

Document Generated: 09/20/2024

Learning Style: On Demand

Provider: ITIL®

Difficulty: Intermediate

Course Duration: 30 Min

Practice Exam - Service Operation (SO)



About this Exam:

This exam is intended for Individuals who require a detailed understanding of the ITIL® service operation stage of the ITIL® service lifecycle and 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.

Audience:

- Individuals who require a detailed understanding of the ITIL® service operation stage of the ITIL® service lifecycle and 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 progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite.

Prerequisites:

- Hold the ITIL® Foundation Certificate in IT Service Management (or equivalent)
- In addition, it is desirable that students have a basic IT literacy and around 2 years IT experience and it is recommended that students complete at least 21 hours of personal study by reviewing the syllabus and the ITIL® Continual service improvement publication in preparation for the examination.

Certifications:

This exam qualifies as the one of the 5 components of Service Lifecycle module to earn ITIL® Intermediate Certification.