

ITIL Intermediate: Service Operation (SO)

Serve Consulting Limited

Course Specifications

Mode of Study : Online

Location : Ikeja, Lagos

Duration : 180 Day(s)

Course Summary

The ITIL® Intermediate Certificate allows delegates to gain a comprehensive grounding in the aspects of ITIL® service management. ITIL® is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by many hundreds of organizations around the world. Who should attend? IT CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, and any IT professional involved in day-to-day IT operations. Duration: 180 Days Online Course Access Fee: NGN 140,000 What you will get: 2 Official Practice Question Papers, with answers High Quality Videos Online Study Material (Study Guides) Chapter tests

Course Outline

Course Content:

Introduction

Service Operation Principles

Service Operation Processes

Common Service Operation Activities

Organizing for Service Operation Functions

Technology Consideration

Implementing Service Operation

Challenges, Risks and Critical Success Factors

How To Enroll

Fill in your details on the enquiry form, proceed to pay online by clicking on the orange button "Pay with your ATM card" If you wish to make an online transfer or cash deposit to the bank, please send a mail to learning@jobberman.com requesting for account details.

Contact

Jobberman Learning

08139859990

