



DEEP CREEK CENTER

Delivering Results

ITIL® V3 CERTIFICATION: PRACTICE MANAGER - OPERATIONS

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COURSE DESCRIPTION

This 9 day management program leads to the following certificates in ITIL V3

- ITSM Service Operation (SO)
- ITSM Operational Support & Analysis (OSA)

WHO SHOULD ATTEND

This program will be of interest to candidates (IT Directors, Managers etc.) who wish to manage the Lifecycle and Capability specialists working in the ITSM Operations organization.

PREREQUISITES

Students must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 Foundations course. It is highly recommended, although not mandatory, that each student read the corresponding ITIL book associated with the Intermediate certification class they are attending.

EXAM

Six optional eight question, ninety minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the CSME. Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded seven credits towards ITIL Expert® certification upon successful completion of the exam.

REFERENCE MATERIAL

Each student will receive a workbook. It is highly recommended that you obtain a copy of the supporting OGC ITIL publication to aid in your studies. The publication is available in both hardcopy and electronic versions.

CREDITS EARNED

- 7 ITIL Expert Credits
- 60 PDU Credits

Program Accredited By 

ITIL® courses are offered through itSM Solutions LLC, which is an accredited training provider.