PALIUM SKILLS™

ITIL Intermediate Certifications

ITIL Intermediate level has a modular structure with each module holding a different focus. **ITIL Intermediate candidates** can take as few or as many **ITIL Intermediate certifications** as they require to suit their **ITIL intermediate exams** and certification needs.

The ITIL Intermediate certifications are divided into two categories – **Service Lifecycle** and **Service Capability**.

Service Lifecycle modules are most relevant to those who have, or are looking for, a management or team leader role that requires management of different areas or work across different teams.

All the modules within the Service Lifecycle category are suitable for those intending to focus on the process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

The **Service Lifecycle** modules are:

- Service Strategy (SS)
- Service Design (SD)
- Service Transition (ST)
- Service Operation (SO)
- Continual Service Improvement (CSI).

The Service Operation (SO) can be detailed as below -

Topics
1. Introduction to service operation
2. Service operation principles
3. Service operation processes
4. Common service operation activities
5. Organizing for service operation
6. Technology considerations
7. Implementation of service operation
8. Challenges, critical success factors and risk

The Service Capability modules are most

applicable to those who are looking to gain specialized, knowledge in one or more processes, with focus on the day-to-day execution of ITIL practices and how they interact.

The **Service Capability** modules are:

- Operational Support and Analysis (OSA)
- Planning, Protection and Optimization (PPO)
- Release, Control and Validation (RCV)
- Service Offerings and Agreements (SOA).

The OSA can be further detailed as -

Operational support and analysis (OSA)

Topics
1. Introduction to operational support and analysis
2. Event management
3. Incident management
4. Request fulfilment
5. Problem management
6. Access management
7. The service desk
8. Functions and Roles
9. Technology and implementation considerations

- Operations modules

1. **Service Operation (SO)**

Topics
1. Introduction to service operation
2. Service operation principles
3. Service operation processes
4. Common service operation activities
5. Organizing for service operation
6. Technology considerations
7. Implementation of service operation
8. Challenges, critical success factors and

risks

2. **Operational support and analysis (OSA)**

Topics

1. Introduction to operational support and analysis
2. Event management
3. Incident management
4. Request fulfilment
5. Problem management
6. Access management
7. The service desk
8. Functions and Roles
9. Technology and implementation considerations

Duration of the training

2 Full Day Classroom for each module

Trainer's profile

The trainer, an ITIL Expert®, is an ITSM evangelist with extensive expertise in Training, Consulting and Delivery globally, has worked for renowned corporates. He is an Engineer from Jadavpur University and holds the additional credentials of PMP and Prince2. His coaching on ITSM, including ITIL, is based on years of experience in consulting and implementation of ITIL processes, tools & automation along with the implementation of ISO20000, the standards related to ITIL. Presently, he is into consulting, training & entrepreneurship, and, is the mentor for a leading organization in ITSM, based out of UK.

Prerequisites

This course requires that you have passed ITIL Foundation level. However it is more important that participants should have working experience or awareness with technology or services related to IT so that they can appreciate the processes in a better

manner.

Intended Audience

The intended audience for this course is anyone involved in implementing, administering, or managing technology assets or a Service Delivery. Examples of professionals attending this course are

- IT Management
- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators

Contact

Barin @ +91- 90510 92035
Shrabana @ +91-84205 94969
Palium Software Services Pvt. Ltd.
Website: www.paliumtrainings.biz
Email: trainings@paliumsoftware.in