

## Itil Service Operation Scenario Paper

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Application management function IT operations management function SO 6.6 Organizing for service operation Application management function - in general, but especially; SO 6.6.1 ...

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The ITIL® Service Operation intermediate certificate is one of the five ITIL® Lifecycle phases that build on the knowledge gained from the ITIL® Foundation certificate. This Lifecycle phase is ideal for those who wish to seek, or currently hold, an operations management or support team leader role in your company.

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