

## ITIL Service Operation Lifecycle

### **COURSE OVERVIEW:**

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the use of process and practice elements used within it.

The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL® processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is the on the process activities, execution and use throughout the Service Lifecycle.

The ITIL® SO (Service Operation) course is part of the ITIL® Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® Service Operation Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace.

### **WHO WILL BENEFIT FROM THIS COURSE?**

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers and ITSM trainers who require a detailed understanding of the ITIL Service Operation phase of the ITIL core Lifecycle and the affected processes, functions and activities and their application.

### **PREREQUISITES:**

An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment.

### **COURSE OBJECTIVES:**

You will learn:

- The term 'Service Operation', and how it fits in the overall core ITIL Lifecycle
- The operational activities of processes covered in other Lifecycle phases
- Service Operation Processes
- Organizational issues including: Functions, Groups, Teams, Department and Divisions
- Service Operation Activities
- Service Operation Technology Considerations and Requirements
- Planning and Implementing Service Management Technologies
- Managing Change in Service Operations
- Challenges, Critical Success Factors and Risks

**COURSE OUTLINE:****1. Service Operation Practices**

- Purpose and Objectives of Service Operation
- Scope of Service Operation
- Context of Service Operation in the Service Lifecycle
- Business Value of Service Operation
- Fundamentals

**2. Service Operation Principles**

- Achieving Balance in Service Operation
- Providing Good Service
- Operations Staff Involvement in Other Lifecycle Stages
- Operational Health
- Communication
- Documentation
- Service Operation Inputs and Outputs

**3. Event Management Process**

- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- CSFs and KPIs
- Challenges and Risks

**4. Incident Management Process**

- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- CSFs and KPIs
- Challenges and Risks

**5. Problem Management Process**

- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs and Outputs
- CSFs and KPIs
- Challenges and Risks

#### **6. Request Fulfillment Process**

- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- CSFs and KPIs
- Challenges and Risks

#### **7. Access Management Process**

- Purpose, Objectives, and Scope
- Business Value
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- CSFs and KPIs
- Challenges and Risks

#### **8. Common Service Operation Activities**

- Monitoring and Control
- IT Operations
- Server and Mainframe Management and Support
- Network Management
- Storage and Archive
- Database Administration
- Directory Services Management
- Desktop and Mobile Device Support
- Middleware Management
- Internet/Web Management
- Facilities and Data Center Management
- Operational Activities of Processes in Other Lifecycle Stages
- Improvement of Operational Activities

#### **9. Service Desk Function**

- Role, Objectives, and Organizational Structures
- Service Desk Staffing and Environmental Considerations
- Key Considerations for Outsourcing the Service Desk
- Key Roles Supporting the Service Desk

#### **10. Technical Management Function**

- Role, Objectives, and Activities
- Relationship Between Technical Design and Technical Maintenance and Support
- Metrics to Measure Technical Management
- Key Technical Management Documentation
- Roles Supporting Technical Management

**11. IT Operations Management Function**

- Role, Objectives, and Activities
- Metrics to Measure IT Operations Management
- Key IT Operations Management Documentation
- Roles Support IT Operations Management

**12. Applications Management Function**

- Role, Objectives, and Activities
- Principles of Application Management
- Application Management Lifecycle
- Metrics to Measure Applications Management
- Key Applications Management Documentation
- Roles Supporting Applications Management

**13. Service Operation Organizational Structures**

- Different Approaches to Organizing Functions
- Advantages and Disadvantages of Each Organizational Approach

**14. Technology and Implementation Considerations**

- Generic Technology Considerations
- Event Management Technologies
- Incident Management Technologies
- Problem Management Technologies
- Request Fulfillment Technologies
- Access Management Technologies
- Service Desk Technologies
- Managing Change in Service Operation
- Service Operation and Project Management
- Assessing and Managing Risk in Service Operation
- Operational Staff Involvement in Service Design and Service Transition
- Planning and Implementing Service Management Technologies
- Challenges of Service Operation
- CSFs of Service Operation
- Risks of Service Operation

**15. Exam Preparation/Mock Exam**

**16. Exam**

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