

ITIL® Immediate: Service Lifecycle – Service Operation

Duration: 3 Days

Method: Instructor-Led

Certification: ITIL® Intermediate: Service Lifecycle – Service Operations

Course Description

The aim of the course is to improve the way any organization delivers the ITIL® Service Lifecycle. It will increase the knowledge and understanding of terminology, processes, activities and roles. It provides a detailed exploration of organization and human aspects of ITIL® such as team functions and departmental operations and provides the opportunity to sit the ITIL® Lifecycle examination in Service Operation. The ITIL® Intermediate Qualification: Service Operation Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Lifecycle stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate.

Target Audience

- Individuals who have attained the ITIL® Foundation certificate in Service Management and who wish to advance to higher level ITIL® certifications
- Individuals who require a understanding of Service Operation and how it enhances the quality of IT service within an organization
- Anyone involved in the ongoing management, coordination or integration of operational activities within the Service Lifecycle:
 - Service Desk Managers
 - Incident and Problem Managers and process owners
 - Data Center and Monitoring Managers
 - Infrastructure Managers
 - Network Managers and Systems Administrators
 - Business and IT consultants involved in the high level implementation of Service Management processes

Prerequisites

Candidates must already hold one of the following:

- ITIL® Foundation Certificate(v3 or newer) in IT Service Management
- ITIL® v2 Foundation plus the Foundation Bridge Certificate
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner Bridging Routes)
- Two (2) years of relevant work experience

Learning Objectives

- Importance of service management as a practice concept and service operation principals, purpose, and objectives
- How all processes in ITIL® service operation interact with other service lifecycle processes
- Sub-processes, activities, methods, and functions used in each of the ITIL® service operation processes
- Roles and responsibilities within ITIL® service operation and the activities and functions to achieve operational excellence
- How to measure ITIL® service operation
- Technology and implementation considerations surrounding ITIL® service operation
- Challenges, key performance indicators (KPIs), critical success factors (CSFs), and risks associated with ITIL® service operation

Course Topics

I. Introduction to Service Operation

II. Service Operation Practices

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

III. 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

IV. Event Management Process

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

V. Incident Management Process

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

VI. Management Process

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

VII. Request Fulfillment Process

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

VIII. Access Management Process

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

IX. 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

X. Organizing for Service Operation – 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

XI. Organizing for Service Operation – 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

XII. Organizing for Service Operation – IT Operations Management Function

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

XIII. Organizing for Service Operation – 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

XIV. Service Operation Organizational Structures

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

XV. 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

XVI. Implementing and Improving Service Operation

XVII. Challenges, Critical Success Factors and Risks