

ITIL® Immediate: Service Lifecycle – Service Operation (SO)

Duration: 3 Days

Method: Instructor-Led Training (ILT) | Live Online Training

Certification: ITIL Intermediate Qualification: Service Lifecycle – Service Operations

Course Description

The aim of this course is to improve the way an organization delivers the ITIL Service Lifecycle. It will increase the knowledge and understanding of terminology, processes, activities and roles of IT Service Operations. 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 certification exam. This 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

This course is intended for:

- 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 Centre and Monitoring Managers
 - Infrastructure Managers
 - Network Managers and Systems Administrators
 - Business and IT consultants involved in the high-level implementation of Service Management processes
- Individuals who have attained the *ITIL Foundation in Service Management* certificate and who wish to advance to higher level ITIL certifications.
- Individuals who require an understanding of Service Operation and how it enhances the quality of IT service within an organization.

Prerequisites

To attend this course, candidates must have:

- **Two (2) years** of relevant work experience
- One of the Foundation certificates:
 - ITIL Foundation certificate (v3 or newer) in IT Service Management
 - ITIL v2 Foundation **AND** the v2/v3 Foundation Bridge Certificate



Exam Details

Exam Name:	• ITIL® Service Operation
Length of Exam:	• 90 Minutes
Number of Questions:	• 8 questions per paper, closed book
Passing Score:	• 70%
Question Format:	• Multiple Choice

Course Objectives

Upon successful completion of this course, attendees will understand:

- The 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.
- The sub-processes, activities, methods, and functions used in each of the ITIL SO processes.
- The roles and responsibilities within ITIL SO and the activities and functions to achieve operational excellence.
- How to measure ITIL SO.
- The technology and implementation considerations surrounding ITIL SO.
- The challenges, key performance indicators (KPIs), critical success factors (CSFs), and risks associated with ITIL SO.

Course Topics

Module 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

Module 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



Course Topics *Continued*

Module 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

Module 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

Module 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

Module 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

Module 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

Module 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 Centre Management
- Operational Activities of Processes in Other Lifecycle Stages
- Improvement of Operational Activities



Course Topics *Continued*

Module 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

Module 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

Module 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

Module 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

Module 13: Service Operation Organizational Structures

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

Module 14: Technology and Implementation Considerations

- Generic Technology Considerations
- Event Management Technologies
- Incident Management Technologies
- Problem Management Technologies
- Request Fulfilment 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

Module 15: Exam Preparation/Mock Exam

