ITIL v3 Service Operations

Course Summary

Description

This immerses learners in the overall concepts, processes, policies and methods associated with the Service Operation phase of the Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Objectives

At the end of this course, students will be able to:

- Understand Service Management as a Practice and Service Operation principles, purpose and objective
- Understand how all Service Operation processes interact with other Service Lifecycle processes
- Understand the subprocesses, activities, methods and functions used in each of the Service Operation processes
- Understand the roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- Measure Service Operation performance
- Understand technology and implementation requirements in support of Service Operation
- Understand the challenges, critical success factors and risks related with Service Operation

Topics

- Introduction and SO as a practice
- Service Operation Principles
- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operation
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks
- Exam Preparation/Mock Exam
- Exam

Audience

The Service Operation Lifecycle course will be of interest to:

- Individuals who have their ITIL® v3 Foundation Certificate (or the ITIL® v2 Foundation + v3 Foundation Bridge certificate) who want to purse the intermediate and advanced level ITIL certifications.
- Individuals who require understanding of the ITIL Service Operation phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- IT professionals working in or new to a Service Operation environment and requiring a detailed understanding of the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules

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- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of operation activities within the Service Lifecycle.

Prerequisites

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Duration

Three days

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