ITIL Service Operation

Course Summary

Description

This three day course 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. It also includes a review of Service Operation activities including monitoring and control, service management and support, network management, desktop support and facilities and datacenter management.

The examination is closed book - 90 minutes - 8 multiple choice, scenario-based, gradient scored questions - 70% pass rate.

Objectives

By the end of this course, students will be able to:
- Understanding Service Management as a Practice and Service Operation Principles,
- Purpose and Objectives
- Understanding how all Service Operation processes interact with other Service Lifecycle
- processes
- The sub processes, activities, methods and functions used in each of the Service
- Operation processes
- The Roles and responsibilities within Service Operations and the activities and functions
- to achieve operational excellence
- How to measure Service Operation performance
- Understanding technology and implementation requirements
- The challenges, critical success factors and risks

Topics

- Introduction
- Service Operation Principles
- Service Operation Processes
- Common Service Operation Activities
- Organizing for Service Operation

- Technology Considerations
- Implementation of Service Operation
- Challenges, Critical Success Factors and Risks
- Exam Preparation

Audience

The course is ideally suited for CIOs, CTOs, Managers, Team Leaders, IT Consultants, Designers, Architects, Planners, IT Security Managers, Service Test Managers and individuals involved in the management, coordination, and integration of operational activities within the Service Lifecycle.

Prerequisites

Before taking this course, you should have an ITIL Foundation certificate.

Duration

Three days
PMI PDUs: 24

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Course Outline

I.   Course Introduction
   A.   Course Learning Objectives

II. Introduction to Service Operation
   A.   Purpose, Objectives, Scope, Value to the Business
   B.   Context of Service Operation and the Service Lifecycle
   C.   Business Value of the Process
   D.   Service Operation Fundamentals

III. Service Operation Principles
   A.   Achieving Balance in Service Operation
   B.   Providing Good Service
   C.   Operation Staff Involvement in the service Lifecycle
   D.   Operational Health
   E.   Communication, Documentation, Inputs and Outputs

IV. Service Operation Processes
   A.   Event Management
   B.   Incident Management
   C.   Problem Management
   D.   Purpose and Objectives
   E.   Designing for Event, Incident and Problem Management
   F.   Use of Event Rule Sets and Correlation Engines
   G.   Process Activities

V.   Request Fulfillment
   A.   Process Measurement
   B.   Process Activities, Methods and Techniques

VI. Common Service Operation Activities
   A.   Goal
   B.   Monitoring and Control Services
   C.   IT Operations
   D.   Server and Mainframe Management and Support
   E.   Network Management
   F.   Storage and Archival
   G.   Database Administration
   H.   Directory Services Management
   I.   Desktop and Mobile Device Support

   J.   Middleware Management
   K.   Facilities and Data Center Management
   L.   Operational Activities of Processes Covered in Other Lifecycle Stages
   M.   Change Management
   N.   Service Asset and Configuration Management
   O.   Release and Deployment Management
   P.   Capacity, Demand, Availability, Knowledge Management
   Q.   ITSCM
   R.   Service Level Management
   S.   Improvement of Operational Activities

VII. Organizing for Service Operation
   A.   Functions of Service Operation
   B.   Service Desk Function
   C.   Technical Management Function
   D.   IT Operations Management Function
   E.   Application Management Function
   F.   Roles
   G.   Organizational Structures of Service Operation

VIII. Technology Considerations
   A.   Generic Technology Requirements
   B.   Evaluation Criteria for Technology and Tools for Process Implementation

IX. Implementation of Service Operation
   A.   Managing Changes in Service Operation
   B.   Service Operation and Project Management
   C.   Assessing and Managing Risks in Service Operation
   D.   Operational Staff in Service Design and Service Transition
   E.   Planning and Implementing Service Management Technologies

X.   Challenges, Critical Success Factors, and Risks
   A.   Challenges
   B.   Risks
   C.   CSFs

XI. Exam Preparation Guide