

## ITIL V3 Service Operation Certification Training

---

### Course Summary

#### Description

Service Operation (SO) provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within a Service Operation environment and require a deeper understanding of the underlying concepts, processes/functions and activities involved and management responsibilities and how they may be used to enhance overall service quality and service provision. The course focuses on the managerial and control aspects of the operational environment.

#### Objectives

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

- Discuss the Service Lifecycle and Service Management as a Practice: Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate “service” and be able to explain the concept of Service Management as a practice
- Explain the basic Service Operation Principles: Understand common principles and guidelines that influence the performance of SO processes/functions with a focus on operational support and improvement activities
- Identify Service Operation Processes & Functions: Understand the managerial and supervisory aspects of the SO processes as well as the operational activities shared across the lifecycle. Other areas of discussion include the roles and responsibilities, challenges, critical success factors and risks within each of the processes. The processes and function (in italics) include:
  - Event Management
  - Incident Management
  - Request Fulfillment
  - Problem Management
  - Access Management
  - Service Desk
  - Technical Management
  - IT Operations Management (IT Operations Control, Facilities Management)
  - Application Management
  - Discuss common Service Operation activities: Understand the role and the responsibilities of each of the activities (e.g., Monitoring and Control, Network Management, Storage and Archive, Desktop Support, Middleware Management, etc...) and their input to all lifecycle phases
  - Explore Technology and Implementation Considerations: Understand the role of technology to Service Operation and explore concepts that have great impact on SO process/function implementation

## ITIL V3 Service Operation Certification Training

---

### Course Summary (cont.)

#### Topics

- Course Introduction
- Exam Tips
- Service Management as a Practice
- Overview of Service Operation (SO)
- Exercise: ITSM and Failure
- Service Operation Principles Part 1
- Service Operation Principles Part 2
- Monitoring and Control Part 1
- Monitoring and Control Part 2
- Common SO Activities Part 1
- Common SO Activities Part 2
- EXERCISE: ITSM Monitor Control Loop
- Event Management Part 1
- Event Management Part 2
- Request Fulfillment (RF)
- Request Fulfillment (RF) Part 2
- Incident Management (IM) Part 1
- Incident Management (IM) Part 2
- Problem Management (PM) Part 1
- Problem Management (PM) Part 2
- Access Management (AccM) Part 1
- Access Management (AccM) Part 2
- Service Desk (SD) Part 1
- Service Desk (SD) Part 2
- Technical Management (TM)
- IT Operations Management (ITOM)
- Application Management (AM)
- SO Organizational Structures
- Implementation Considerations

#### Audience

The course is intended for those who work within a Service Operation environment and require a deeper understanding of the underlying concepts, processes/functions and activities involved and management responsibilities and how they may be used to enhance overall service quality and service provision.

#### Prerequisite

ITIL Foundations training is required prior to taking this course and it is highly recommended that all ITIL Intermediate Candidates have 2 to 4 years of Service Management Experience. If you plan on taking the ITIL 2011: Service Operation certification exam, then you must have taken and passed the ITIL Foundations exam (or v2, v3 or 2011 equivalent) and present the certificate to the testing organization in order to sit for this exam.

Before attending training for the certification, it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, in particular, the ITIL Service Operation publications.

#### Duration

Seven hours and sixteen minutes.

## ITIL V3 Service Operation Certification Training

---

### Course Outline

- I. Course Introduction**
- II. Exam Tips**
  - A. Understanding the exam process
  - B. Exam questions and grading
  - C. Taking the exam
  - D. Using the practice exams
- III. Service Management as a Practice**
  - A. Components of the Service Lifecycle
  - B. What is a Service?
  - C. What Comprises Value?
  - D. What is Service Management?
  - E. A Process
  - F. Generic Roles
- IV. Overview of Service Operation (SO)**
  - A. Purpose, Objectives, Scope of SO
  - B. SO – Value to the Business
  - C. Service Operation Challenges
  - D. Service Operation Critical Success Factors
  - E. Service Operation Risks
- V. Exercise: ITSM and Failure**
- VI. Service Operation Principles Part 1**
  - A. Achieving Balance in Service Operation
  - B. Providing Good Service
  - C. Involvement in Other Lifecycle Phases
  - D. Operational Health
  - E. Communication
- VII. Service Operation Principles Part 2**
  - A. Documentation
- B. SO Inputs and Outputs**
- C. Generic Technology Considerations**
- D. Exercise: “That’s Good Enough for Me”**
- VIII. Monitoring and Control Part 1**
  - A. Monitor Control Loops
  - B. Simple
  - C. Complex
  - D. ITSM
- IX. Monitoring and Control Part 2**
  - A. Defining Objectives for Monitoring Control
  - B. Types of Monitoring and Reporting
  - C. Measurement, Metrics and KPIs
- X. Common SO Activities Part 1**
  - A. IT Operations
  - B. Server & Mainframe Management and Support
  - C. Network Management
  - D. Storage & Archive
  - E. Database Administration
  - F. Directory Services Management
  - G. Desktop & Mobile Device Support
  - H. Middleware Management
  - I. Internet/Web Management
  - J. Facilities & Data Center Management
- XI. Common SO Activities Part 2**
  - A. Operational Activities in other Lifecycle Phases
  - B. Improvement of Operational Activities
- XII. EXERCISE: ITSM Monitor Control Loop**

- XIII. Event Management Part 1**
- A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts

- D. Process Overview
- E. Roles

## ITIL V3 Service Operation Certification Training

---

### Course Outline (cont.)

- XIV. Event Management Part 2**
- A. Triggers, Inputs/Outputs & Interfaces
  - B. Metrics
  - C. Designing for Event Management
  - D. Technology Consideration

- XX. Problem Management (PM) Part 2**
- A. Triggers, Inputs/Outputs & Interfaces
  - B. Metrics
  - C. Technology Considerations

- XV. Request Fulfillment (RF)**
- A. Purpose/Objective/Scope
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
  - D. Process Overview
  - E. Roles

- XXI. Access Management (AccM) Part 1**
- A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
  - D. Process Overview
  - E. Roles

- XVI. Request Fulfillment (RF) Part 2**
- A. Triggers, Inputs/Outputs & Interfaces
  - B. Metrics
  - C. Technology Considerations

- XXII. Access Management (AccM) Part 2**
- A. Triggers, Inputs/Outputs & Interfaces
  - B. Metrics
  - C. Technical Considerations

- XVII. Incident Management (IM) Part 1**
- A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
  - D. Process Overview
  - E. Roles

- XXIII. Service Desk (SD) Part 1**
- A. SD – Purpose/Goal/Objective
  - B. Role of the Service Desk
  - C. Organizational Structures

- XVIII. Incident Management (IM) Part 2**
- A. Triggers, Inputs/Outputs & Interfaces
  - B. Metrics
  - C. Technology Considerations

- XXIV. Service Desk (SD) Part 2**
- A. Staffing Options
  - B. Management Roles
  - C. Metrics
  - D. Outsourcing

- XIX. Problem Management (PM) Part 1**
- A. Purpose & Objectives
  - B. Value to the Business
  - C. Policies/Principles/Basic Concepts
  - D. Process Overview
  - E. Roles

- XXV. Technical Management (TM)**
- A. Technical Management Role
  - B. Activities
  - C. Design/Maintenance/Support
  - D. Management Roles
  - E. Metrics
  - F. Documentation

**XXVI. IT Operations Management (ITOM)**

- A. Operations Management Role
- B. Management Roles
- C. Metrics
- D. Documentation

**ITIL V3 Service Operation Certification Training**

---

**Course Outline(cont.)**

**XXVII. Application Management (AM)**

- A. Application Management Role
- B. Activities
- C. Application Management Lifecycle
- D. Application Management Organization
- E. Management Roles
- F. Metrics
- G. Documentation

**XXVIII. SO Organizational Structures**

- A. Technical Specialization
- B. Activity, Process and Geography Based
- C. Hybrid

**XXIX. Implementation Considerations**

- A. Managing Change
- B. SO & Project Management
- C. Assessing & Managing Risk
- D. Operational Staff in Service Design & Transition
- E. Planning & Implementing SM Technologies