

ITIL v3 Intermediate Lifecycle Module Service Operation

Days of Training: 4

Overview

Participants will learn the principles and core elements along with the activities and technology & implementation considerations within the Service Operation stage of the Service Lifecycle. This lifecycle stage focuses on organizing and maintaining the day-to-day Service Operation.

Prerequisites

ITIL v3 Foundation

Learning Objectives

At the end of this course, you will learn:

- The term "Service Operation", and how it fits in the overall core ITIL Lifecycle
- The operational activities of processes covered in other Lifecycle phases
- Service Operation Processes
- Organizational issues including: Functions, Groups, Teams, Department and Divisions
- Service Operation Activities
- Service Operation Technology Considerations and Requirements
- Planning and Implementing Service Management Technologies
- Managing Change in Service Operations
- Challenges, Critical Success Factors and Risks

Lesson 1: Course Introduction

- The term "Service Operation", and how it fits in the overall core ITIL Lifecycle
- The main purpose and objectives of Service Operation
- The ITIL processes primarily covered in Service Operation
- The functions within Service Operation
- The value to the business

Lesson 2: Principles

- Organizational issues including: Functions, Groups, Teams, Department and Divisions
- Achieving balance in Service Operations
- Providing Service
- Involvement in Design and Transition
- Operational Health
- Communication
- Documentation

Lesson 3: Processes

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- The operational activities of processes covered in other Lifecycle phases
- Change Management
- Configuration Management
- Release Management
- Capacity Management
- Availability Management
- Knowledge Management
- Financial Management
- IT Service Continuity Management

Lesson 4: Activities

- Monitoring and Control
- IT Operations
- Mainframe Management
- Server Management and Support
- Network Management
- Storage and Archive
- Database Management
- Directory Services Management
- Desktop Support
- Middleware Management
- Internet/Web Management
- Facilities and Data Center Management
- IT Security Management in relation to Service Operation
- Improvement of Operational Activities

Lesson 5: Organization

- Functions
- Service Desk
- Technical Management
- IT Operations Management
- Application Management
- Roles and Responsibilities
- Service Operation Organizational Structures

Lesson 6: Managing the User Environment by Using Group Policy

- Generic Requirements
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk

Lesson 7: Implementation & Improvement

- Managing Change in Service Operations
- Service Operation and Project Management
- Assessing and Managing Risk in Service Operations
- Operational Staff in Design and Transition
- Planning and Implementing Service Management Technologies

Lesson 8: Challenges, Critical Success Factors And Risks

- Challenges, Critical Success Factors and Risks

Lesson 9: Exam Preparation

- Sample Exams
- Feedback
- Recap