ITIL® Service Lifecycle - Operation

Duration: **3 days**

Overview:

The ITIL® Intermediate Qualification: Service Operation 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 Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL® Service Operation publication.

Target Audience:

The course syllabus covers the management-level concepts and core information of the activities and techniques within service operation, but not specific details about each of the supporting processes. The main target group for the ITIL® Intermediate Qualification: Service Operation Certificate includes, but is not restricted to:

- Chief information officers (CIOs)
- Chief technology officers (CTOs)
- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects
- IT planners
- IT consultants
- IT audit managers
- IT security managers
- ITSM trainers involved in the ongoing management, co-ordination and integration of operation activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL® service operation stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation
- IT professionals working within or about to enter a service operation environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL®

Module 1 - Course Introduction

Lesson: Course Organisation
- Welcome to the Course!
- Mentoring Community Introductions
- Why Are You Here?
- Using Bloom's Taxonomy
- What do you Expect?
- Housekeeping Online

Lesson: Course Conventions & Agenda
- Conventions Used
- Quizzes & Exercises
- ITIL® Qualification Scheme
- ITIL® Lifecycle Exam
- Getting Started with an Online Class
- Module 1 Review

Module 2 - IT Service Lifecycle Service Operation

Lesson: Introduction to Service Operation
- SO & the Service Lifecycle
- Managing Across the Lifecycle
- Purpose, Goals & Objectives of Service Operation
- Scope of Service Operation
- Value of Service Operation

Lesson: Principles of Service Operation
- Fundamentals of Service Operation
- The Principle of Service Operation
- Achieving Balance in Service Operation
- Balancing Stability & Responsiveness
- Balancing QoS & CoS
- Balancing Reactive & Proactive
- Providing Service
- SO & Other Lifecycle Stages
- Operational Health
- SO Communication
- SO Documentation

Lesson: Service Operation Summary
- Service Operation Summary
- Checkpoint
- Module 2 Review

Module 3 - Service Operation Processes

Lesson: Event Management
- The Service Operation Model
- The Processes of Service Operation
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities of Event Management
- Event Occurrence & Notification
- Event Detection & Filtering
- Event Significance & Correlation
- Event Response Trigger & Selection
- Event Review & Closure
- Triggers, Inputs & Outputs
- Process Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

Lesson: Incident Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities of Incident Management
- Incident Logging
- Incident Categorisation
- Categorisation
- Incident Priority
- Incident Escalation
- Incident Diagnosis
- Incident Resolution & Recovery
- Incident Closure
- Expanded Incident Lifecycle
- Incident Management – Roles
- Triggers, Inputs & Outputs
- Process Relationships
- Critical Success Factors
- Challenges & Risk
- Summary

Lesson: Request Fulfillment
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities of Request Fulfillment
- Menu Selection
- Financial Approval
- Other Approval
- Fulfillment
- Closure
- Triggers, Inputs & Outputs
- Process Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

Lesson: Problem Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Concepts
- Value to the Business
- Activities of Problem Management
- Managing the Problem
- Problem Analysis Techniques
- Managing the Known Error
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

Lesson: Access Management
- Introduction
- Purpose, Goals & Objectives
- Scope
- Value to the Business
- Concepts
- Activities of Access Management
- Access Request
- Access Verification
- Provide Rights
- Monitor Identity Status
- Log & Track Access
- Remove or Restrict Rights
- Triggers, Inputs & Outputs
- Relationships
- Critical Success Factors
- Challenges & Risks
- Summary

Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- Individuals seeking the ITIL® Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite

Pre-requisites:

Before attending this course, students must have attended and achieved the ITIL® Foundation and Exam qualification. Proof will need to be provided before attending the course. Candidates who hold the following ITIL® qualifications are also eligible, and similar evidence will be required:

- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes)

Module 3 - Continued

Lesson: Operational Activities of Other Lifecycle Processes & Service Operation Processes Summary
- Introduction
- Change Management
- Service Asset & Configuration Management
- Release & Deployment Management
- Knowledge Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Financial Management
- Service Operation Process Summary
- Checkpoint
- Module 3 Review

Module 4 - Common Service Operation Activities

Lesson: Common Activities
- Introduction
- Service Operation - Common Activities
- Monitoring & Control
- Control Loop
- IT Operations
- Mainframe Management
- Server Management & Support
- Network Management
- Storage & Archive
- Database Management
- Directory Services Management
- Desktop & Mobile Support
- Middleware Management
- Internet/Web Management
- Facilities & Data Center Management
- Data Center Strategies
- IT Security Management
- Improvement of Operational Activities

Lesson: Common Activities Summary
- Common Activities Summary
- Checkpoint
- Module 4 Review

Module 5 - Service Operation Functions

Lesson: Service Desk Function
- Introduction to Service Operation Functions
- Introduction to Service Desk
- Service Desk
- Service Desk - Role
- Service Desk - Objectives
- Service Desk - Organisational Structures
- Service Desk - Staffing
- Service Desk - Metrics

Lesson: Technical Management Function
- Introduction to Technical Management
- Technical Management
- Technical Management - Role
- Technical Management - Objectives
- Technical Management - Organisational Structures
- Technical Management - Design, Maintenance & Support
- Technical Management - Metrics
- Technical Management - Documentation

Lesson: IT Operations Management
- Introduction to IT Service Operations Management
- IT Operations
- IT Operations - Role
- IT Operations - Objectives
- IT Operations - Organisational Structures
- IT Operations - Metrics
- Operations Management - Documentation

Lesson: Application Management Function
- Introduction to Application Management
- Application Management
- Application Management - Role
- Application Management - Objectives
- Application Management - Principles
- Application Lifecycle
- Application Management - Generic Activities
- Application Management - Organisational Structures
- Application Management - Roles & Responsibilities
- Application Management - Metrics
- Application Management - Documentation

Lesson: Service Operation Functions Summary
- Service Operation Functions Summary
- Checkpoint
- Module 5 Review

Module 6 - Technical Considerations

Lesson: Service Operation Organisational Structures
- Organisational Structures
- Specialisation Based Structures
- Activity Based Structures
- Process Based Structures
- Geography Based Structures
- Hybrid Structures

Lesson: Roles & Responsibilities
- Introduction
- Generic Roles
- Service Owner
- Process Owner
- Process Manager
- Process Practitioner
- Service Operation - Roles
- Service Desk
- Technical Management
- IT Operations
- Application Management
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

Lesson: Technology Considerations
- Service Operation Technology Considerations
- Event Management Desired Features
- Incident Management Desired Features
- Request Fulfillment Desired Features
- Problem Management Desired Features
- Access Management Desired Features
- Service Desk Desired Features

Module 6 - Continued

Lesson: Implementing Service Operation
- Service Operation Implementation
- Managing Change in SO
- SO & Project Management
- Assessing & Managing Risk
- Involvement in Design & Transition
- Planning & Implementing Technology
- Challenges
- Critical Success Factors
- Risks

Lesson: Service Operation Considerations Summary
- Service Operation Considerations Summary
- Checkpoint
- Module 6 Review
- Course Closure

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