

Hands-on course , 3
day(s)
Ref : EDS

Pre-requisites

Candidates must hold ITIL® V3 Foundation Certificate (or ITIL® V3 Foundation Bridge certificate).

Next sessions

ITIL® Lifecycle Service Operation

OBJECTIVES

This course covers the practices described in the publication "Service Operation" of "ITIL ® - Service Lifecycle Management." You will learn processes and activities of the phase of Service Operation, organization, technological considerations, risks, etc.

1) Introduction to service operation

2) Service operation processes

3) Common service operation activities

4) Implementation and improving service operation

5) Technology considerations

6) Organizing for service operation

7) Challenges, critical success factors and risks

1) Introduction to service operation

- The context of service operation in the ITIL service lifecycle and value to the business.
- The purpose, objectives and scope of service operation.
- Processes and functions of the service exploitation.

2) Service operation processes

- The use, interaction and value of each of the service operation processes: event management, incident management, request fulfilment, problem management, and access management.
- Operational activities of processes in other phases of life cycle services.

3) Common service operation activities

- How the common activities of service operation are co-ordinated for the ongoing management of the technology that is used to deliver and support the services.
- How monitoring, reporting and control of the services contributes to the ongoing management of the services and the technology that is used to deliver and support the services.
- How the operational activities of processes covered in other lifecycle stages contribute to service operation.
- How IT operations staff should look for opportunities to improve the operational activities.

4) Implementation and improving service operation

- Specific issues relevant to implementing service operation including: managing change in service operation; assessing and managing risk in service operation; operations staff involvement in service design and service transition.
- Planning and implementing service management technologies within a company.

5) Technology considerations

- Requirements for the technology, tools and telephony for the operation phase services.
- Processes and activities including: generic requirements, management of events, incidents, requests, problems, requests for access. Service Center (Service Desk).

6) Organizing for service operation

- The role, objectives and activities of each of the four functions of service operation: service desk, technical management, IT operations management, and application management.
- Service operation roles and responsibilities, where and how they are used as well as how a service operation organization would be structured to use these roles.

7) Challenges, critical success factors and risks

- The challenges, critical success factors and risks related to service operation.