

ITIL® 2011 Service Operation

Duration

4 days

Course Delivery

Classroom or virtual

Languages

English, French, Portuguese

Target Audience

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL® Service Transition phase of the ITIL® core Lifecycle and the affected processes, functions and activities and their application

Pre requisites

An ITIL® Foundation certificate is required and preferably two years work experience in an IT Service Management environment.

About the Examination

Exam Format: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/ Closed Book: Closed Book

Certificate

ITIL® Service Operation

Credits

Upon successfully achieving the ITIL® Service Offerings & Agreements certificate, students earn 3 credits in the ITIL® qualification scheme.

Upon successfully achieving the ITIL Service Operation certificate, the student will be recognized with 28 Professional Development Units (PDU'S).

Reference Materials

The Service Operation book is preferred reading (ISBN: 9780113313075).

Course Description

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The primary focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® SO (Service Operation) course is part of the ITIL® Intermediate Lifecycle stream. The course prepares candidates to take the ITIL® Service Operation Intermediate exam as well as providing valuable knowledge that can be implemented in the workplace. The Service Operation Certificate is a free-standing qualification but is also part of the ITIL® intermediate lifecycle stream. It is one of the modules that leads to the ITIL® Expert Certificate in IT Service Management (ITSM). The purpose of this module, exam and certificate is, to impart, test, and validate the knowledge on industry practices in IT Service Management as documented in the ITIL® Service Operation publication.

Course and Learning Objectives

This qualification provides a complete management-level overview of Service Operation including all its related activities. Candidates can expect to gain competencies in the following:

- Introduction to Service Operation
- Service Operation principles
- Service Operation processes
- Common Service Operation activities
- Organizing for Service Operation: functions
- Technology considerations
- Implementation of Service Operation
- Challenges, critical success factors and risks.

In addition, the training for this certification includes examination preparation, and a mock examination.



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Please Recycle

Course Approach

This lifecycle stage focuses on organizing and maintaining the day-to-day Service Operation. Participants will learn the principles and core elements along with the activities and technology & implementation considerations within this stage of the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Intermediate Service Operation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Course Student Material

Students will receive an ITIL® Service Operation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Concepts Covered

1. COURSE INTRODUCTION

- Introduction to Service Operation
- Purpose and objectives
- Scope of Service Operation
- Context within the Service Lifecycle
- Short summary of the lifecycle phases
- Service Operation Fundamentals
- The Processes within Service Operation
- The functions within Service Operation
- The value to the business
- The ITIL® Certification scheme
- The exam format

2. PRINCIPLES

- Organizational issues including: Functions, Groups, Teams, Departments, Divisions and Roles
- Achieving balance; stability versus responsiveness, internal versus external view, etc.
- Providing Service
- Involvement in Service Strategy, Design, Transition and CSI
- Operational Health
- Communication
- Documentation
- Inputs and outputs to the other lifecycle phases

3. PROCESSES

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

4. ACTIVITIES

- Monitoring and Control
- IT Operations
- Mainframe Management
- Server Management
- 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 activities
- Operational Activities of processes covered in other lifecycle stages

5. ORGANIZING SERVICE OPERATION

- Functions:
- Service Desk,
- Technical Management,
- IT Operations Management.
- Application Management
- Roles and Responsibilities
- Organizational Structures

6. TECHNOLOGY CONSIDERATIONS

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

7. IMPLEMENTATION AND 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

8. CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS

- Challenges for Service Operation Managers
- Critical Success Factors
- Risks

9. APPENDICES

- Business case study and exercises
- Sample Exams
- Feedback
- Recap

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