€TRAINING

Rehabilitation course for ITIL certification

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Introduction:

This course immerses learners in the overall concepts, processes, policies, and methods associated with the Service operation phase of the Service Lifecycle.

The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice.

Course Objectives:

At the end of this course the participants will be able to:

- Understanding Service Management as a Practice and Service Operation principles, purpose, and objective.
- Understanding how all Service Operation processes interact with other Service Lifecycle processes.
- The subprocesses, activities, methods, and functions used in each of the Service Operation processes.
- The roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence.
- How to measure Service Operation performance.
- Understanding technology and implementation requirements in support of Service Operation.
- The challenges, critical success factors, and risks related to Service Operation.

Targeted Audience:

- Individuals who have their ITIL Foundation Certificate or the ITIL v2 Foundation + Foundation Bridge certificate who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require an understanding of the ITIL Service Operation phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.
- IT professionals working in or new to a Service Operation environment and requiring a detailed understanding of the concepts, processes, functions, and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Those seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes but is not restricted to: CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, and ITSM trainers involved in the ongoing management, coordination, and integration of operation activities within the Service Lifecycle.

Course Outlines:

- Introduction and SO as a practice.
- Service Operation Principles.
- Service Operation Processes.
- Service Operation Processes.
- Common Service Operation Activities.
- Organizing Service Operation.
- Organizing Service Operation.
- Technology Considerations.
- Implementation Considerations.
- Challenges, Critical Success Factors, and Risks.
- Exam Preparation/Mock Exam.