€TRAINING

ITIL Service Lifecycle: Service Operation Training

9 - 13 December 2024
Trabzon (Turkey)

ITIL Service Lifecycle: Service Operation Training

Introduction:

The Service Operation SO module is one of the certifications within the ITIL Service Lifecycle workstream. This module focuses on the principles, processes, operational activities, and functions that enable organizations and individuals to successfully manage how their products and services perform. These activities can also help improve their IT service management.

The SO module focuses on the coordination and execution of activities that enable the ongoing management and operation of the products or services developed or implemented during the service strategy, design, and transition phases of the IT Service Lifecycle as well as any technology and support resources that are used to deliver them.

The course covers management and control of activities and techniques that are documented in the ITIL Service Operation publication, but it does not provide the full detail of each supporting process. More information about these processes can be found in the Operational Support and Analysis module from the Service Capability workstream.

Understanding of Service Operation best practice enables organizations and IT teams to effectively sustain and maintain the products and services they develop and ensure that they provide efficient resources for their users.

Course Objectives:

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

- Prepare for and pass the ITIL Service Operation SO exam
- Plan key activities for ITIL Service Operation processes
- Maintain stability in SO while allowing for changes in design, scale, scope, and service
- Support operations through new models and architectures
- Evaluate SO processes with critical success factors and KPIs

Targeted Audience:

- Release Manager
- Security Administrator
- Applications Support
- IT Operations Manager
- Database Administrator
- Problem Manager
- Service Desk and Incident Manager
- Network Support
- Security Manager

Course Outlines:

Unit 1: Introduction to Service Operation:

- The purpose, objectives, and scope of service operation

- The value to the business
- The context of service operation in the ITIL service lifecycle
- The fundamental aspects of service operation and the ability to define them.

Unit 2: Service Operation Principles:

- How an understanding of the basic conflict between maintaining the status quo and adapting to changes in business needs can lead to the better service operation
- Other service operation principles including involvement in other lifecycle stages; understanding operational health; the need for good documentation and communication including a communication strategy
- Service operation inputs and outputs.
- Service operation processes:
- The use, interaction, and value of each of the service operation processes: event management, incident management, request fulfillment, problem management, and access management.

Unit 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 contribute 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 the service operation
- How IT operations staff should look for opportunities to improve the operational activities.
- 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.

Unit 4: Technology Considerations:

- The generic requirements of technologies that support service management across all lifecycle stages
- The specific technology required to support the service operation processes and functions.

Unit 5: Implementation of 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.