

ITIL® 2011 Edition Courses

ITIL® 2011 Edition Service Operation

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What You'll Learn

- Aligning ITSM with business needs
- Key concepts of the Service Operation stage of the lifecycle, as well as the processes involved
- Inputs, outputs, principles, objectives and benefits of the stage and processes involved
- Methods and techniques for processes involved
- Fundamentals, values & interactions of processes
- Monitoring, reporting, and control of services

Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Service Operation Intermediate exam.

Audience

Those individuals or groups who are involved in a service operation environment, understanding those concepts, delivering & supporting IT services, the functions, activities, and processes involved

Prerequisite

ITIL® 2011 Edition (V3) Foundation Certification; Basic IT competence with up to 2 years of experience; 21 self-study hours of the Service Operation Syllabus and its Core Book references



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ITIL® 2011 Edition Courses

ITIL® 2011 Edition Service Operation

The Service Operation course provides the intermediate concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition Framework.

ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

Introduction to Service Operation

Refresh of ITIL® 2011 Edition
Review of Service Improvement
Purpose/Objectives of Service Transition
Scope of Service Transition
Value to Business
Service Operation Fundamentals

Service Operation Principles

Achieving Balance
Providing Good Service
Involvement with other stages
Operational Health
Communication
Documentation
Inputs/Outputs

Service Operation Processes

Purpose/Objectives
Scope
Value to Business
Policies/Principles & Basic Concepts
Process Activities
Methods & Techniques
CSFs/KPIs
Challenges & Risks
Inputs/Outputs

Common Service Operation Activities

Monitoring & Control
IT Operations
Server & Mainframe
Network Management
Storage & Archive
Database Administration
Directory Service Mgmt
Desktop & Mobile Device Support
Middleware Mgmt
Internet/Web Mgmt
Facilities & Data Center Mgmt

Common Service Operation Activities (continued)

Operational Activities of Processes
Improvement of Operational Activities

Organizing for Service Operation

Functions
Roles & Responsibilities
Organizational Structures

Technology Considerations

Technology, Tools & Requirements

Implementing Service Operation

Managing Change in Service Operation
Project Management
Risk in Service Operations
Operational Staff
Planning & Implementing Service Management Technologies

Challenges, CSFs & Risks

Challenges
CSFs/KPIs
Risks

Summation & Review

Processes include:

(Event Mgmt; Incident Mgmt; Problem Mgmt; Request Fulfillment; Access Mgmt;)

*Mgmt = Management