

ITIL Service Operations

With more than 1,500,000 certified professionals worldwide, ITIL® (IT Infrastructure Library®) is the most widely established approach to IT Service Management. It provides a set of best practices for identifying, planning, delivering and supporting IT services to businesses and can be applied to nearly all organizations. ITIL is fully compatible with ISO/IEC 20000, the first international service management standard for organizational certification and compliance.

This intermediate level qualification offers students the management-level concepts and core information about the activities and techniques within service design.

How you'll benefit

This class will help you:

- Learn the approach to IT Service Management

Why Attend with Current Technologies CLC

- Our Instructors are in the top 10%
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs Run up to Date Code for all our courses

Objectives

Upon completing this course, the student will be able to meet these objectives:

- Introduction to service design
- Service design principles
- Service design processes
- Service design technology-related activities
- Organizing for service design
- Technology considerations
- Implementation and improvement of service design
- Challenges, critical success factors, and risks

Who Should Attend

The job roles best suited to the material in this course are:

- Everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.
- All IT Professionals

Course Duration
3 day
Course Price
\$2,895.00
Methods of Delivery
• Instructor Led
• Virtual ILT
• On-Site
Certification Exam

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- IT Project Managers
- IT Managers
- IT Architects and Consultants

Prerequisites

To fully benefit from this course, you should have the following knowledge:

- IT related work experience is recommended

Outline

Module 1: Introduction to Service Operation

- Describe the purpose, goals and objectives of service operation
- Describe the scope of service operation
- Describe the business value of service operation
- Describe the context of service operation in the ITIL service lifecycle

Module 2: Service Operation Principles

- Balance in service operation
- Providing a good service
- Involvement in other lifecycle stages
- Operational health
- Communication
- Documentation
- Service Operation inputs and outputs with the service lifecycle

Module 3: Service Operation Processes

- Understand the purpose and objectives of event management
- Understand the scope of event management
- Understand the value to business of event management
- Understand the policies, principles and basic concepts of event management
- Understand event management activities, methods and techniques
- Understand the triggers, inputs, outputs and interfaces of event management

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- Understand the critical success factor and key performance indicators of event management
- Understand the purpose and objectives of incident management
- Understand the scope of incident management
- Understand the value to business of incident management
- Understand the policies, principles and basic concepts of incident management
- Understand incident management activities, methods and techniques
- Understand the triggers, inputs, outputs and interfaces of incident management
- Understand the critical success factors and key performance indicators of incident management
- Understand the purpose and objectives of request fulfillment
- Understand the scope of request fulfillment
- Understand the value to business of request fulfillment
- Understand the policies, principles and basic concepts of request fulfillment
- Understand the triggers, inputs, outputs and interfaces of request fulfillment
- Understand the critical success factors and key performance indicators of request fulfillment
- Understand the purpose and objectives of problem management
- Understand the scope of problem management
- Understand the value to business of problem management
- Understand the policies, principles and basic concepts of problem management
- Understand problem management activities, methods and techniques
- Understand the triggers, inputs, outputs and interfaces of problem management
- Understand the critical success factors and key performance indicators of problem management
- Understand the purpose and objectives of access management
- Understand the scope of access management
- Understand the value to business of access management
- Understand the policies, principles and basic concepts of access management
- Understand access management activities, methods and techniques
- Understand the triggers, inputs, outputs and interfaces of access management
- Understand the critical success factors and key performance indicators of access management

Module 4: Common Service Operation Activities

- Monitoring and control
- IT operations

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- Server and mainframe management and support
- Network management
- Storage and archive
- Database administration
- Directory services management
- Desktop and mobile device support
- Middleware management
- Internet/web management
- Facilities and data center management
- Operational activities of processes covered in other lifecycle stages
- Improvement of operational activities

Module 5: Organizing for Service Operation

- Service desk function
- Technical management function
- IT operations management function
- Application management function
- Roles
- Service operation organizational structures

Module 6: Technology Considerations

- Technology, tools and telephony requirements for service operation processes and functions:
- Event management
- Incident management
- Request fulfillment
- Problem management
- Access management
- Service desk

Module 7: Implementation of Service Operation

- Managing change in service operation
- Service operation and project management

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- Assessing and managing risk in service operation
- Operational staff in design and transition
- Planning and implementing service management technologies

Module 8: Challenges, Critical Success Factors, and Risks

- Challenges
- Critical Success Factors and Key Performance Indicators
- Risks