

ITIL® Service Operation

The Office of the Government Commerce, UK (OGC - the official owner of ITIL) commissioned a program to review the best practice framework (referred to as ITIL® V2) for managing information technology and systems activities. The result was the launch of five core books in May 2007, referred to as ITIL® V3, for the practice of Service Management in Information Technology.

The 3-day ITIL® V3 Service Operation Course is an independent certification and also prepares the candidate for the Managing through the Lifecycle and ITIL® Expert certifications. This course covers operational processes, functions, common activities, technology and implementation issues. All Procept ITSM instructors and courses are certified through the Information Systems Examination Board which provides examinations on the last day of the course.

You will gain detailed knowledge of the contents of the ITIL® V3 Service Operation publication. The lectures and exercises in this class will provide you with both the information that you need and practice in applying the important principles of this certification.

During this class, we will explore the details of managing Operations in an Information Technology organization. We'll discuss and practice Best Practice methodologies for ensuring that all of the operational activities that make up an IT Operations group meet agreed Service Level Agreements, carry out routine maintenance and communications, and embed the principles of Continuous Improvement.

The partner Capability course, Service Operational Analysis, provides more detailed information on the design of Service Operation activities to ensure that they support the overall Service Lifecycle.

LEARNING OBJECTIVES

Participants will gain practical skills in the following areas:

- Leading discussions on Service Operations
- Service Operation Principles
- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operations
- Service Operation Functions
- Service Operation technology related activities
- Implementing Service Operations
- Understanding and analyzing Challenges, Critical Success Factors and Risks

WHO SHOULD ATTEND

The ITIL® V3 Service Operation Lifecycle course is appropriate for individuals who:

- Would like to enhance the delivery of IT Service Provision

within their organization.

- Require a detailed understanding of ITIL® Service Operations.
- Are working in, or about to enter, an IT Service Operation environment.
- Would like to enhance the delivery of IT Services
- Are seeking an ITIL® Expert certification in order to gain the benefits of ITIL® principles throughout their organization.
- Are seeking an ITIL® Advanced Level certification.
- This may include but is not limited to, IT professionals, business managers and business process owners.

PREREQUISITE

This qualification is only available to candidates who hold the V3 Foundation or Foundation Bridge Certificate in IT Service Management.

MATERIALS

You will receive a course binder containing course notes, exercises, and suggested solutions.

WHAT YOU WILL LEARN

The Lifecycle Phase: Service Operation

Key Principles in Service Operation

- Communications
- Technology
- Organization
- Implementation

Processes in Service Operation

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

Functions in Service Operation

- Technical Management
- Applications Management
- IT Operations Management including IT Operations Control and Facilities Management