

## ITIL® Service Operation and Analysis

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 4-day ITIL® V3 Service Operation and Analysis Capability course is an independent certification and also prepares the candidate for the Managing through the Lifecycle and ITIL® Expert certifications. 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 ITIL® V3 Service Operation and understanding of how those practices relate to the full ITIL® Service Management Lifecycle. The lectures and exercises in this class will provide you with the information that you need to participate in the design of Services that can be successfully supported in Service Operation.

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 unit are correctly designed to work within the overall Service Lifecycle.

The partner Lifecycle course, Service Operation, provides more detailed information on the execution of Service Operation activities to meet agreed Service Level Agreements, carry out routine maintenance and communications, and embed the principles of Continuous Improvement.

### LEARNING OBJECTIVES

Participants will gain practical skills in the following areas:

- Processes across the Lifecycle which support Operational Support and Analysis
- A deep understanding of the Service Operation Processes and Common Service Operation Activities, including the design of metrics and integration into the overall Service Lifecycle
- Service Functions including organizational structures, application of ITIL® principles, identifying required documentation and measuring effectiveness.
- Roles and Responsibilities in Service Operation including the place of Functions in the Lifecycle
- 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 and Analysis Capability course is appropriate for individuals who:

- Need to understand how IT Operations may enhance the quality of Service Support within their organization.
- Are working in, or about to enter, an IT Service Operation environment which has adopted ITIL®.
- Will be contributing to Continual Service Improvement in an IT Operations environment.
- Work with IT Operation processes, Event, Incident, Access, Request, Problem; or within one of the IT Operation functions, a Service Desk, Application or Technical Management or IT Operations Management
- 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. Demonstrated familiarity with Service Operational Analysis is recommended as is experience with the Service Operation Processes and Functions. It is strongly recommended that candidates read the core Service Lifecycle publications before attending this class.

### MATERIALS

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

### WHAT YOU WILL LEARN

#### 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