VANTAGEP•INT
I.T. TRAINING & CONSULTING

Technology Innovation Centre (UTECH), 237 Old Hope Road, Kingston 6, Jamaica W.I.
Tel: 876-970-0197, Fax: 927-1925, Email: info@vantagepointitc.com Website: www.vantagepointitc.com

ITIL® SERVICE OPERATION

Duration: 4 days

Course Description:

ITIL is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The Service Lifecycle stream focuses on ITIL practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the process and practice elements used within it.

The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is the on the process activities, execution and use throughout the Service Lifecycle.

The ITIL® SO (Service Operation) course is part of the ITIL® Intermediate Lifecycle certification stream. The course prepares candidates to take the ITIL® Service Operation intermediate exam as well as providing valuable knowledge that can be implemented in the workplace.

Course and Learning Objectives:

At the end of this course, you will learn:

The term "Service Operation", and how it fits in the overall core ITIL Lifecycle

The operational activities of processes covered in other Lifecycle phases

Service Operation Processes

Organizational issues including: Functions, Groups, Teams, Department and Divisions

Service Operation Activities

Service Operation Technology Considerations and Requirements

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Planning and Implementing Service Management Technologies

Managing Change in Service Operations

Challenges, Critical Success Factors and Risks

Course Approach:

Participants will learn the principles and core elements along with the activities and technology& implementation considerations within the Service Operation stage of the Service Lifecycle. This lifecycle stage focuses on organizing and maintaining the day-to-day Service Operation. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL Intermediate Service Operation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Quint Wellington Redwood's integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Prerequisites: An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment.

Credits: Upon successfully achieving the ITIL Service Operation certificate, students earn 3 credits in the ITIL® qualification scheme.

Project Management Institute - Professional Development Units (PDUs) = 28

Target Audience: CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers and ITSM trainers who require a detailed understanding of the ITIL Service Operation phase of the ITIL core Lifecycle and the affected processes, functions and activities and their application

Concepts Covered:

1. COURSE INTRODUCTION

- The term "Service Operation", and how it fits in the overall core ITIL Lifecycle
- The main purpose and objectives of Service Operation
- The ITIL processes primarily covered in Service Operation
- The functions within Service Operation
- The value to the business

2. PRINCIPLES

- Organizational issues including: Functions, Groups, Teams, Department and Divisions
- Achieving balance in Service Operations
- Providing Service
- Involvement in Design and Transition
- Operational Health
- Communication
- Documentation

3. PROCESSES

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- The operational activities of processes covered in other Lifecycle phases
- Change Management
- Configuration Management
- Release Management
- Capacity Management

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- Availability Management
- Knowledge Management
- Financial Management
- IT Service Continuity Management

4. ACTIVITIES

- Monitoring and Control
- IT Operations
- Mainframe Management
- Server Management and Support
- Network Management
- Storage and Archive
- Database Management
- Directory Services Management
- Desktop Support
- Middleware Management
- Internet/Web Management
- Facilities and Data Center Management
- IT Security Management in relation to Service Operation
- Improvement of Operational Activities

5. ORGANIZATION

- Functions
- Service Desk
- Technical Management
- IT Operations Management
- Application Management
- Roles and Responsibilities
- Service Operation Organizational Structures

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6. TECHNOLOGY CONSIDERATIONS

- Generic Requirements
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk

7. IMPLEMENTATION AND IMPROVEMENT

- Managing Change in Service Operations
- Service Operation and Project Management
- Assessing and Managing Risk in Service Operations
- Operational Staff in Design and Transition
- Planning and Implementing Service Management Technologies

8. CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS

- Challenges, Critical Success Factors and Risks

9. EXAM PREPARATION

Sample Exams