

ITIL: Service Operation (SO) – (Revision 1.6)

Course Overview

This hands on program leads to a Certificate in ITIL Service Lifecycle Management - Service Operation. This program is for IT professionals working within, or about to enter, an IT environment requiring a detailed understanding of the processes, functions and activities associated with the Service Operation domain of the ITIL Service Lifecycle. Upon successful completion of the education and examination, students can expect to gain competencies in the following IT Service Operation areas: Introduction to Service Operation, Service Operations Principals, Service Operation Processes, Common Service Operation Activities, Organizing Service Operation: Functions, Technology Considerations and Implementation Considerations.

Course Outline

<u>Course Introduction</u>	4m
Course Introduction	
<u>Chapter 01 - Course Introduction</u>	13m
Lesson: Course Organization	
Welcome to the Course!	
Mentoring Community Introductions	
Why Are You Here?	
Using Bloom's Taxonomy	
What do you Expect?	
Housekeeping Online	
Lesson: Course Conventions & Agenda	
Conventions Used	
Quizzes & Exercises	
ITIL Qualification Scheme	
ITIL Lifecycle Exam	
Getting Started with an Online Class	
Chapter 01 Review	
<u>Chapter 02 - IT Service Lifecycle Service Operation</u>	37m
Lesson: Introduction to Service Operation	
SO & the Service Lifecycle	
Managing Across the Lifecycle	
Purpose, Goals & Objectives of Service Operation	
Scope of Service Operation	
Value of Service Operation	
Lesson: Principles of Service Operation	
Fundamentals of Service Operation	
The Principle of Service Operation	
Achieving Balance in Service Operation	
Balancing Stability & Responsiveness	
Balancing QoS & CoS	
Balancing Reactive & Proactive	

Providing Service
SO & Other Lifecycle Stages
Operational Health
SO Communication
SO Documentation
Lesson: Service Operation Summary
Service Operation Summary
Checkpoint
Chapter 02 Review

Chapter 03 - Service Operation Processes

2hr 38m

Lesson: Event Management
The Service Operation Model
The Processes of Service Operation
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities of Event Management
Event Occurrence & Notification
Event Detection & Filtering
Event Significance & Correlation
Event Response Trigger & Selection
Event Review & Closure
Triggers, Inputs & Outputs
Process Relationships
Critical Success Factors
Challenges & Risks
Summary

Lesson: Incident Management
Introduction
Purpose, Goals & Objectives
Scope
Value to the Business
Concepts
Activities of Incident Management
Incident Logging
Incident Categorization
Categorization
Incident Priority
Incident Escalation
Incident Diagnosis
Incident Resolution & Recovery
Incident Closure
Expanded Incident Lifecycle
Incident Management – Roles
Triggers, Inputs & Outputs
Process Relationships
Critical Success Factors

Challenges & Risk

Summary

Lesson: Request Fulfillment

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Request Fulfillment

Menu Selection

Financial Approval

Other Approval

Fulfillment

Closure

Triggers, Inputs & Outputs

Process Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Problem Management

Introduction

Purpose, Goals & Objectives

Scope

Concepts

Value to the Business

Activities of Problem Management

Managing the Problem

Problem Analysis Techniques

Managing the Known Error

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Access Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Access Management

Access Request

Access Verification

Provide Rights

Monitor Identity Status

Log & Track Access

Remove or Restrict Rights

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Operational Activities of Other Lifecycle Processes

Introduction

Change Management

Service Asset & Configuration Management

Release & Deployment Management

Knowledge Management

Capacity Management

Availability Management

IT Service Continuity Management

Financial Management

Lesson: Service Operation Processes Summary

Service Operation Process Summary

Checkpoint

Chapter 03 Review

Chapter 04 - Common Service Operation Activities

26m

Lesson: Common Activities

Introduction

Service Operation - Common Activities

Monitoring & Control

Control Loop

IT Operations

Mainframe Management

Server Management & Support

Network Management

Storage & Archive

Database Management

Directory Services Management

Desktop & Mobile Support

Middleware Management

Internet/Web Management

Facilities & Data Center Management

Data Center Strategies

IT Security Management

Improvement of Operational Activities

Lesson: Common Activities Summary

Common Activities Summary

Checkpoint

Chapter 04 Review

Chapter 05 - Service Operation Functions

44m

Lesson: Service Desk Function

Introduction to Service Operation Functions

Introduction to Service Desk

Service Desk

Service Desk - Role

Service Desk - Objectives

Service Desk - Organizational Structures

Service Desk - Staffing

Service Desk - Metrics

Lesson: Technical Management Function

Introduction to Technical Management

Technical Management

Technical Management - Role

Technical Management - Objectives

Technical Management - Organizational Structures

Technical Management - Design, Maintenance & Support

Technical Management - Metrics

Technical Management - Documentation

Lesson: IT Operations Management

Introduction to IT Service Operations Management

IT Operations

IT Operations - Role

IT Operations - Objectives

IT Operations - Organizational Structures

IT Operations - Metrics

Operations Management - Documentation

Lesson: Application Management Function

Introduction to Application Management

Application Management

Application Management - Role

Application Management - Objectives

Application Management - Principles

Application Lifecycle

Application Management - Generic Activities

Application Management - Organizational Structures

Application Management - Roles & Responsibilities

Application Management - Metrics

Application Management - Documentation

Lesson: Service Operation Functions Summary

Service Operation Functions Summary

Checkpoint

Chapter 05 Review

Chapter 06 - Technical Considerations

56m

Lesson: Service Operation Organizational Structures

Organizational Structures

Specialization Based Structures

Activity Based Structures

Process Based Structures

Geography Based Structures

Hybrid Structures

Lesson: Roles & Responsibilities

Introduction

Generic Roles

Service Owner

Process Owner

Process Manager

Process Practitioner
Service Operation - Roles
Service Desk
Technical Management
IT Operations
Application Management
Event Management
Incident Management
Request Fulfillment
Problem Management
Access Management
Lesson: Technology Considerations
Service Operation Technology Considerations
Event Management Desired Features
Incident Management Desired Features
Request Fulfillment Desired Features
Problem Management Desired Features
Access Management Desired Features
Service Desk Desired Features
Lesson: Implementing Service Operation
Service Operation Implementation
Managing Change in SO
SO & Project Management
Assessing & Managing Risk
Involvement in Design & Transition
Planning & Implementing Technology
Challenges
Critical Success Factors
Risks
Lesson: Service Operation Considerations Summary
Service Operation Considerations Summary
Checkpoint
Chapter 06 Review
Course Closure

Total Duration: 5hrs 39m