

## ITIL® Intermediate Qualification: Service Operation - 3 Days

### *Course 991 Overview*

- You Will Learn How To**
- Prepare for and take the ITIL Intermediate Qualification: Service Operation Certification Exam
  - Plan key activities for service operation processes
  - Maintain stability in service operation while allowing for changes in design, scale, scope and service levels
  - Support operations through new models and architectures such as shared services
  - Evaluate service operation processes with critical success factors and key performance indicators
- Course Benefits** In order to provide effective and efficient delivery and support of key services and to ensure fair value for the customer and service provider, IT departments must successfully implement ITIL service operation best practices. In this course, you learn how to plan, implement and optimise the service operation processes and gain the skills required to take the ITIL Intermediate Qualification: Service Operation Certification Exam.
- Who Should Attend** This course is valuable for those who want to achieve the ITIL Intermediate Qualification: Service Operation Certificate. The ITIL Foundation Certificate (or v2-v3 bridge equivalent), or the ITIL Expert Certificate achieved via a bridging route, is required to attend this course and take the ITIL Certification Exam on the final day.
- Workshop Course** Through extensive activities, you gain knowledge of the service operation processes. Workshops include:
- Considering service operation functions and processes
  - Identifying service operation processes managed and controlled during other service lifecycle stages
  - Matching activities to common service operation (CSO) areas
  - Assessing service operation organisation structures

# ITIL® Intermediate Qualification: Service Operation - 3 Days

## Course 991 Outline

### Introduction and Overview

#### Service operation and the overall ITIL Lifecycle

- Principles and objectives
- Functions and common activities
- How service operation creates business value

#### Balancing conflicting goals

- Internal IT vs. external business view
- Stability vs. responsiveness
- Quality of service vs. cost of service
- Reactive and proactive activities

### Core Service Operation Processes

#### Policies, principles and basic concepts

- Purpose and objectives
- Value to business
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Challenges and risks

#### Primary ITIL processes within service operation

- Event management: active and passive monitoring
- Restoring normal service quickly through incident management
- Request fulfillment
- Managing problems with root cause analysis
- Access management

### Common Service Operation Activities

#### Monitoring and control of IT operations

- Detecting the status of services and CIs
- Taking appropriate corrective action
- Console management/operations bridge: a central coordination point for monitoring and managing services

#### Management of the infrastructure

- Mainframe, server and network management
- Storage and database administration
- Managing directory services and desktop support
- Facilities and datacentre management
- Improving operational activities

#### Operational aspects of processes from other lifecycle phases

- Change, configuration and release
- Availability
- Capacity
- Service continuity

### Organising for Service Operation

#### Mapping service operation functions to activities

- Roles and responsibilities
- Understanding the organisational context

#### Service operation structure

- Service desk
- Technical management
- IT operations management
- Application management

#### Key functions of the service desk

- Logging incidents and requests
- First-line investigation and diagnosis
- Managing the lifecycle of incidents and requests
- Keeping users informed

#### Structuring the service desk

- Local vs. centralised
- The virtual service desk
- Follow the sun operation

### Technology-Related Issues

- Technology, tools and expertise requirements
- Defining architecture standards
- Involvement in the design and build of new services and operational practices
- Contributing to service design, service transition and continual service improvement projects
- Evaluating change requests
- Matching technology to the organisational situation

### Implementation Challenges and Risks

- Managing change in service operation
- Service operation and project management
- Assessing and managing risk
- Operational staff in design and transition
- Planning and implementing service management technologies
- Identifying critical success factors (CSFs) and how they contribute to service operation