

ITIL[®] Intermediate Service Operation

Certification: ITIL[®] Service Operation Lifecycle

Duration: 3 days

Delivery: Classroom

Accreditor: PEOPLECERT on behalf of AXELOS

Credits: 3 in the ITIL scheme

Course Description:

This 3-day course immerses participants in the overall concepts, processes, policies and methods associated with the Service Operation module of the ITIL Intermediate Service Lifecycle. The course covers the management and control of the activities and techniques within the Service Operation stage, but not the detail of each of the supporting processes. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated ITIL[®] Service Operations Lifecycle exam. This course is of special interest for ITIL Foundation certified professionals extending their qualifications to ITIL Expert (and later ITIL Master) level for which this qualification is a prerequisite.

Audience:

- Release Manager
- Security Administrator
- Applications Support
- IT Operations Manager
- Database Administrator
- Problem Manager
- Service Desk and Incident Manager
- Network Support
- Security Manager



Learning Objectives:

At the end of this course, you will be able to:

- Understand the importance of Service Management as a practice.
- Understand the importance, principles, purpose, and objectives of Service Operation.
- Learn how all processes in Service Operation interact with other Service Lifecycle processes.
- Recognize the subprocesses, activities, methods, and functions used in each Service Operation process.
- Recognize the roles and responsibilities within Service Operation and the activities and functions necessary to achieve operational excellence.
- Learn how to measure Service Operation.
- Understand the technology and implementation considerations surrounding Service Operation.
- Outline the challenges, CSFs, and Risks associated with Service Operation.

Prerequisites:

Participants need to attain the ITIL® Foundation certificate. In addition, around 2 years of IT experience is desirable.

Course Agenda:

Day1	Day2	Day3
Course Introduction	Service Operation Processes – Part 2	Organizing for Service Operation
Introduction to Service Operation	Common Service Operation Activities	Technology Considerations
Service Operation Principles	Organizing for Service Operation	Implementation of Service Operation
Service Operation Processes – Part 1	Homework (review of day's material)	Challenges, Critical Success Factors, and Risks
Service Operation Processes – Part 2		Exam Preparation/Mock Exam
Homework (review of day's material)		



Course Outline:

Module 1: Course Introduction

- 1.1 Introduction
- 1.2 Course Introduction
- 1.3 Course Learning Objectives
- 1.4 Unique Nature of the Course
- 1.5 Course Qualification Scheme
- 1.6 Course Agenda and Exam Details

Module 2: Introduction To Service Operation

- 2.1 Purpose and Objectives
- 2.2 Scope of the Process
- 2.3 Context of Service Operation and the Service Lifecycle
- 2.4 Business Value of the Process
- 2.5 Service Operation Fundamentals

Module 3: Service Operation Principles

- 3.1 Achieving Balance in Service Operation
- 3.2 Providing Good Service
- 3.3 Operation Staff Involvement in the service Lifecycle
- 3.4 Operational Health
- 3.5 Communication
- 3.6 Documentation
- 3.7 Inputs and Outputs
- 3.8 Sample Test Question

Module 4: Service Operation Processes – Part 1

- 4.1 Event Management
 - 4.1.1 Purpose and Objectives
 - 4.1.2 Scope of the Process
 - 4.1.3 Value to Business
 - 4.1.4 Policies, Principles, and Basic Concepts
 - 4.1.5 Designing for Event Management
 - 4.1.6 Use of Event Rule Sets and Correlation Engines
 - 4.1.7 Process Activities
 - 4.1.8 Triggers, Inputs, Outputs, and Process Interfaces
 - 4.1.9 Process Measurement
 - 4.1.10 Challenges and Risks
- 4.2 Incident Management
 - 4.2.1 Purpose and Objectives
 - 4.2.2 Scope of the Process
 - 4.2.3 Value to Business
 - 4.2.4 Policies, Principles, and Basic Concepts



- 4.2.5 Process Activities, Methods, and Techniques
- 4.2.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes
- 4.2.7 Process Measurement
- 4.2.8 Challenges and Risks
- 4.3 Problem Management
- 4.3.1 Purpose and Objectives
- 4.3.2 Scope of the Process
- 4.3.3 Value to Business
- 4.3.4 Policies, Principles, and Basic Concepts
- 4.3.5 Process Activities, Methods, and Techniques
- 4.3.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes
- 4.3.7 Process Measurement
- 4.3.8 Challenges and Risks
- 4.4 Sample Test Question

Module 5: Service Operation Processes – Part 2

- 5.1 Request Fulfilment
 - 5.1.1 Purpose and Objectives
 - 5.1.2 Scope of the Process
 - 5.1.3 Business Value of the Process
 - 5.1.4 Policies, Principles, and Basic Concepts
 - 5.1.5 Process Activities, Methods, and Techniques
 - 5.1.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes
 - 5.1.7 Process Measurement
 - 5.1.8 Challenges and Risks
- 5.2 Access Management
 - 5.2.1 Purpose and Objectives
 - 5.2.2 Scope of the Process
 - 5.2.3 Business Value of the Process
 - 5.2.4 Policies, Principles, and Basic Concepts
 - 5.2.5 Process Activities
 - 5.2.6 Triggers, Inputs, Outputs, and Interfaces with Other Processes
 - 5.2.7 Process Measurement
 - 5.2.8 Challenges and Risks
- 5.3 Group/Individual Exercise

Module 6: Common Service Operations Activities

- 6.1 Goal
- 6.2. Monitoring and Control Services
- 6.3 IT Operations
- 6.4 Server and Mainframe Management and Support
- 6.5 Network Management
- 6.6 Storage and Archival
- 6.7 Database Administration
- 6.8 Directory Services Management
- 6.9 Desktop and Mobile Device Support
- 6.10 Middleware Management



- 6.11 Internet/Web Management
- 6.12 Facilities and Data Center Management
- 6.13 Operational Activities of Processes Covered in Other Lifecycle Stages
 - 6.13.1 Change Management
 - 6.13.2 Service Asset and Configuration Management
 - 6.13.3 Release and Deployment Management
 - 6.13.4 Capacity Management
 - 6.13.5 Demand Management
 - 6.13.6 Availability Management
 - 6.13.7 Knowledge Management
 - 6.13.8 Financial Management for IT Services
 - 6.13.9 ITSCM
 - 6.13.10 Information Security Management
 - 6.13.11 Service Level Management
- 6.14 Improvement of Operational Activities
- 6.15 Group/Individual Exercise
- 6.16 Sample Test Question

Module 7: Organizing for Service Operation

- 7.1 Functions of Service Operation
 - 7.1.1 Service Desk Function
 - 7.1.2 Technical Management Function
 - 7.1.3 IT Operations Management Function
 - 7.1.4 Application Management Function
- 7.2 Roles
- 7.3 Organizational Structures of Service Operation
- 7.4 Group/Individual Exercise
- 7.5 Sample Test Question

Module 8: Technology Considerations

- 8.1 Generic Technology Requirements
- 8.2 Evaluation Criteria for Technology and Tools for Process Implementation
- 8.3 Group/Individual Exercise
- 8.4 Sample Test Question

Module 9: Implementation of Service Operation

- 9.1 Managing Changes in Service Operation
- 9.2 Service Operation and Project Management
- 9.3 Assessing and Managing Risks in Service Operation
- 9.4 Operational Staff in Service Design and Service Transition
- 9.5 Planning and Implementing Service Management Technologies
- 9.6 Group/Individual Exercise
- 9.7 Sample Test Question

Module 10: Challenges, Critical Success Factors, and Risks

- 10.1 Objective



- 10.2 Challenges, CSFs, and Risks

Exam Information

Exam Description

The Service Operation (SO) module is one of the certifications within the ITIL Service Lifecycle workstream - Intermediate level. Under the ITIL Credit System, the SO module is worth three credits towards the minimum of 17 required to progress to the Managing Across the Lifecycle module, which is the final step before the ITIL Expert Level.

Exam Facts

Delivery	Online/Paper based
Format	Closed
Proctoring	Web/In-class proctored
Duration	90 minutes; 30 minutes extra for non-native English speakers
# of questions	8, Scenario-based, multiple part, and multiple choice questions
Pass Grade	70%

Exam Prerequisites

- Participants have to hold ITIL Foundation certification in order to take ITIL Service Operation exam.

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