ITIL® SERVICE LIFECYCLE: SERVICE OPERATION

Course Code: 2722

Learn the principles, processes, common activities, and implementation considerations of ITIL® service operation.

AXELOS has confirmed Global Knowledge was the leading provider of certified ITIL training and exams in 2017 across their 1,500 global partners.

In this course, you will be immersed in the overall concepts, processes, policies, and methods associated with the service operation phase of the service lifecycle. You will focus on service operation purpose, principles, processes, activities, functions, enabling technology, and implementation considerations.

The main process focus areas of this course include:

- Event management
- Incident management
- Problem management
- Request fulfillment
- Access management

The organizational functions focused on in this course include:

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

This course positions you to successfully complete the associated exam, which is offered on the last day of class at 3:00 pm for classroom students. Virtual students will receive a voucher for a webcam proctored exam which they can schedule at their convenience. Beginning on March 5th, 2018, students will receive their course materials through a link in their MyGK account. This is a BYOD course. Students can download their course materials and view them on a tablet/iPad or a PC/Mac.
Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

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Certification:
- ITIL Intermediate Qualification: Service Operation certificate

What You'll Learn
- Importance of service management as a practice concept and service operation principals, purpose, and objectives
- How all processes in ITIL service operation interact with other service lifecycle processes
- Sub-processes, activities, methods, and functions used in each of the ITIL service operation processes
- Roles and responsibilities within ITIL service operation and the activities and functions to achieve operational excellence
- How to measure ITIL service operation
- Technology and implementation considerations surrounding ITIL service operation
- Challenges, key performance indicators (KPIs), critical success factors (CSFs), and risks associated with ITIL service operation

Who Needs to Attend
- IT operations, technical, or IT management personnel requiring more information about ITIL best practices
- Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Prerequisites
- ITIL Foundation Certification (v3 or newer) required
- Two years of relevant work experience
- To prepare for the end-of-class exam, we recommend that you review the ITIL 2011 publication Service Operation (2011 Edition, ISBN 9780113313075) and complete at least 21 hours of personal study
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Classroom Live Outline

1. Service Operation Practices
   • Purpose and Objectives of Service Operation
   • Scope of Service Operation
   • Context of Service Operation in the Service Lifecycle
   • Business Value of Service Operation
   • Fundamentals

2. Service Operation Principles
   • Achieving Balance in Service Operation
   • Providing Good Service
   • Operations Staff Involvement in Other Lifecycle Stages
   • Operational Health
   • Communication
   • Documentation
   • Service Operation Inputs and Outputs

3. Event Management Process
   • Purpose, Objectives, and Scope
   • Business Value
   • Policies, Principles, and Basic Concepts
   • Process Activities, Methods, and Techniques
   • Triggers, Inputs, and Outputs
   • CSFs and KPIs
   • Challenges and Risks

4. Incident Management Process
   • Purpose, Objectives, and Scope
   • Business Value
   • Policies, Principles, and Basic Concepts
• Process Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• CSFs and KPIs
• Challenges and Risks

5. Problem Management Process
• Purpose, Objectives, and Scope
• Business Value
• Policies, Principles, and Basic Concepts
• Process Activities, Methods, and Techniques
• Triggers, Inputs and Outputs
• CSFs and KPIs
• Challenges and Risks

6. Request Fulfillment Process
• Purpose, Objectives, and Scope
• Business Value
• Policies, Principles, and Basic Concepts
• Process Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• CSFs and KPIs
• Challenges and Risks

7. Access Management Process
• Purpose, Objectives, and Scope
• Business Value
• Policies, Principles, and Basic Concepts
• Process Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• CSFs and KPIs
• Challenges and Risks

8. Common Service Operation Activities
• Monitoring and Control
• IT Operations
• Server and Mainframe Management and Support
• Network Management
• Storage and Archive
• Database Administration
• Directory Services Management
• Desktop and Mobile Device Support
• Middleware Management
• Internet/Web Management
• Facilities and Data Center Management
• Operational Activities of Processes in Other Lifecycle Stages
• Improvement of Operational Activities

9. Service Desk Function
• Role, Objectives, and Organizational Structures
• Service Desk Staffing and Environmental Considerations
• Key Considerations for Outsourcing the Service Desk
• Key Roles Supporting the Service Desk

10. Technical Management Function
• Role, Objectives, and Activities
• Relationship Between Technical Design and Technical Maintenance and Support
• Metrics to Measure Technical Management
• Key Technical Management Documentation
• Roles Supporting Technical Management

11. IT Operations Management Function
• Role, Objectives, and Activities
• Metrics to Measure IT Operations Management
• Key IT Operations Management Documentation
• Roles Support IT Operations Management

12. Applications Management Function
• Role, Objectives, and Activities
• Principles of Application Management
• Application Management Lifecycle
• Metrics to Measure Applications Management
• Key Applications Management Documentation
• Roles Supporting Applications Management

13. Service Operation Organizational Structures
• Different Approaches to Organizing Functions
• Advantages and Disadvantages of Each Organizational Approach

14. Technology and Implementation Considerations
• Generic Technology Considerations
• Event Management Technologies
• Incident Management Technologies
• Problem Management Technologies
• Request Fulfillment Technologies
• Access Management Technologies
• Service Desk Technologies
• Managing Change in Service Operation
• Service Operation and Project Management
• Assessing and Managing Risk in Service Operation
• Operational Staff Involvement in Service Design and Service Transition
• Planning and Implementing Service Management Technologies
• Challenges of Service Operation
• CSFs of Service Operation
• Risks of Service Operation

15. Exam Preparation/Mock Exam
16. Exam

Mar 9 - 11, 2020 | 8:30 AM - 5:30 PM | WASHINGTON, DC
Apr 27 - 29, 2020 | 8:30 AM - 5:30 PM | RESEARCH TRIANGLE PARK, NC
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VIRTUAL CLASSROOM LIVE  $2,695 USD  3 days

Virtual Classroom Live Outline

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   - Achieving Balance in Service Operation
   - Providing Good Service
   - Operations Staff Involvement in Other Lifecycle Stages
   - Operational Health
   - Communication
   - Documentation
   - Service Operation Inputs and Outputs

3. Event Management Process
   - Purpose, Objectives, and Scope
   - Business Value
   - Policies, Principles, and Basic Concepts
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4. Incident Management Process
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   - Business Value
   - Policies, Principles, and Basic Concepts
5. Problem Management Process
   • Purpose, Objectives, and Scope
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6. Request Fulfillment Process
   • Purpose, Objectives, and Scope
   • Business Value
   • Policies, Principles, and Basic Concepts
   • Process Activities, Methods, and Techniques
   • Triggers, Inputs, and Outputs
   • CSFs and KPIs
   • Challenges and Risks

7. Access Management Process
   • Purpose, Objectives, and Scope
   • Business Value
   • Policies, Principles, and Basic Concepts
   • Process Activities, Methods, and Techniques
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   • Facilities and Data Center Management
   • Operational Activities of Processes in Other Lifecycle Stages
   • Improvement of Operational Activities

9. Service Desk Function
10. Technical Management Function
   - Role, Objectives, and Activities
   - Relationship Between Technical Design and Technical Maintenance and Support
   - Metrics to Measure Technical Management
   - Key Technical Management Documentation
   - Roles Supporting Technical Management

11. IT Operations Management Function
   - Role, Objectives, and Activities
   - Metrics to Measure IT Operations Management
   - Key IT Operations Management Documentation
   - Roles Support IT Operations Management

12. Applications Management Function
   - Role, Objectives, and Activities
   - Principles of Application Management
   - Application Management Lifecycle
   - Metrics to Measure Applications Management
   - Key Applications Management Documentation
   - Roles Supporting Applications Management

13. Service Operation Organizational Structures
   - Different Approaches to Organizing Functions
   - Advantages and Disadvantages of Each Organizational Approach

14. Technology and Implementation Considerations
   - Generic Technology Considerations
   - Event Management Technologies
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   - Request Fulfillment Technologies
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   - CSFs of Service Operation
   - Risks of Service Operation

15. Exam Preparation/Mock Exam
Feb 24 - 26, 2020 | 9:30 AM - 6:30 PM EST
Mar 9 - 11, 2020 | 8:30 AM - 5:30 PM EST
Mar 30 - Apr 1, 2020 | 8:30 AM - 5:30 PM EST
Apr 27 - 29, 2020 | 8:30 AM - 5:30 PM EST
May 11 - 13, 2020 | 11:30 AM - 8:30 PM EST
Jun 8 - 10, 2020 | 8:30 AM - 5:30 PM EST
Jun 22 - 24, 2020 | 8:30 AM - 5:30 PM EST
Jul 27 - 29, 2020 | 9:30 AM - 6:30 PM EST
Aug 31 - Sep 2, 2020 | 8:30 AM - 5:30 PM EST
Sep 21 - 23, 2020 | 11:30 AM - 8:30 PM EST
Oct 19 - 21, 2020 | 9:30 AM - 6:30 PM EST
Nov 2 - 4, 2020 | 8:30 AM - 5:30 PM EST
Nov 23 - 25, 2020 | 8:30 AM - 5:30 PM EST
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PRIVATE GROUP TRAINING
3 days

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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