



ITIL® Service Operation Lifecycle Classroom

Certificate: ITIL® Service Operation Lifecycle
Duration: 3 days
Course Delivery: (Virtual) Classroom, Exam, eBook

Course ID: ITL9338
Language: English
Credits: 3 Credits to ITIL Expert
PMI® PDUs: 24

Course Description:

This 3-day course immerses learners in the overall concepts, processes, policies and methods associated with the Service Operation phase of the 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 exam.

The Service Operation Lifecycle course will be of interest to:

- Individuals who have their ITIL Foundation Certificate and who want to pursue the intermediate and advanced level ITIL certifications
- Individuals who require understanding of the ITIL Service Operation phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working in or new to a Service Operation environment and requiring a detailed understanding of the concepts, processes, functions and activities involved
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers and ITSM trainers involved in the ongoing management, coordination and integration of operation activities within the Service Lifecycle

Learning Objectives:

Upon completion of this course and examination, the learner will gain competencies in:

- Understanding Service Management as a Practice and Service Operation principles, purpose and objective
- Understanding how all Service Operation processes interact with other Service Lifecycle processes

- The subprocesses, activities, methods and functions used in each of the Service Operation processes
- The roles and responsibilities within Service Operation and the activities and functions to achieve operational excellence
- How to measure Service Operation performance
- Understanding technology and implementation requirements in support of Service Operation
- The challenges, critical success factors and risks related with Service Operation

Course Logistics:

- A maximum of 18 people can attend this course with 1 instructor
- Classroom with U-shaped seating arrangement
- 2 break out rooms where available
- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 A.M. – 5:00 P.M. each day – the exam can be schedule from 3:30 P.M. – 5:00 P.M. on the last day

Prerequisites:

- Candidates for this course must:
- Hold an ITIL Foundation Certificate or ITIL
- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

Course Material:

Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

Examination:

- Evidence of ITIL Foundation Certificate or ITIL v2 Foundation + Foundation Bridge Certificate and completion of Service Operation Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and the Service Operation book in preparation for the examination
- The syllabus can be downloaded from: <http://www.itil-officialsite.com>
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum of 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks
- Pass score is 28/40 or 70%

Technical Requirements:

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

Credits:

- Upon successful passing of the ITIL Service Operation Lifecycle exam, the student will be recognized with 3 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 24

Agenda:

Day 1	Day 2	Day 3
1. Course Introduction	5. Service Operation Processes Part 2	7. Organizing for Service Operation
2. Introduction to Service Operation	6. Common Service Operation Activities	8. Technology Considerations
3. Service Operation Principles	6. Common Service Operation Activities	9. Implementation of Service Operation
4. Service Operation Processes Part 1	7. Organizing for Service Operation	10. Challenges, Critical Success Factors, and Risks
4. Service Operation Processes Part 1 5. Service Operation Processes Part 2	Homework (Review of the Day's Materials)	11. Exam Preparation/Mock Exam

Course Outline:

Unit 1: Course Introduction

Introduction

Course Introduction

Course Learning Objectives

Unique Nature of the Course

Course Qualification Scheme

Course Agenda and Exam details

Course Agenda

ITIL Intermediate Classroom Course

For more information, please contact us at (866) 543-0520 or info@velocityknowledge.com

ITIL Intermediate Expert Program Course

ITIL Intermediate Classroom Blended Course

ITIL Intermediate Virtual Classroom Blended Course

Unit 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

Summary of Unit 2

Unit 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

Summary of Unit 3

Unit 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

Summary of Unit 4

Unit 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

Summary of Unit 5

Unit 6: Common Service Operation 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

Summary of Unit 6

Unit 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

Summary of Unit 7

Unit 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

Summary of Unit 8

Unit 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

Summary of Unit 9

Unit 10: Challenges, Critical Success Factors, and Risks

10.1 Objective

10.2 Challenges, CSFs, and Risks

Summary of Unit 10

Unit 11 : Exam Preparation Guide

11.1 Mock Exam 1

11.2 Mock Exam 2

Training Material Accreditation Status



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