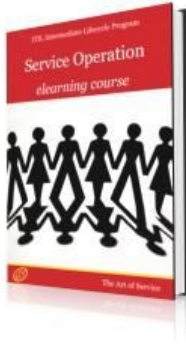


# Lifecycle Modules

## ITIL v3 Intermediate :Service Operation eLearning course



ADVICE | SKILLS | KNOWLEDGE



### Course Description:

This intensive interactive course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with Service Operation.

The program is part of the Intermediate Lifecycle Stream and focuses on the processes across the Service Lifecycle pertaining to the capability of Service Operation. The principles and activities relevant to the processes, technology and implementation considerations, and management and control of the activities are covered within this program.

The main focus of this course is on the Service Operation process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in Service Operation of the Service Management Lifecycle.

This course is designed using an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the EXIN Intermediate Level Service Operation.

## 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**

### **Primary ITIL processes within Service Operation**

- Event management: active and passive monitoring
- Restoring normal service quickly through Incident Management
- Request fulfilment
- Managing Problems with root cause analysis
- Access management

### **Operational activities of other ITIL processes**

- Change, Configuration and Release Management
- Capacity and Availability 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 management
- Managing directory services and desktop support
- Facilities and datacenter management
- Managing IT security in service operations
- Improving operational activities

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

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

## **Organizing for Service Operation**

### **Mapping Service Operation functions to activities**

- Roles and responsibilities
- Understanding the organizational 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. Centralized
- 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 organizational situation

### **Implementation Challenges and Risks**

- Managing change in service operations
- 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

### **Learning Objectives: At the end of this course, the learner will gain competencies in:**

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective.
- Knowing the important role of Service Operation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes.
- The activities, methods and functions used in each of the Service operation processes.
- The application of Service Operation processes, activities and functions to achieve operational excellence.
- How to measure Service Operation performance.
- The challenges, critical success factors and risks related with Service Operation.
- The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle.
- Technology and implementation considerations surrounding Service Operation.
- Challenges, critical success factors and risks associated with this module.
- As well as preparing participants for the exam.

## **Target Group**

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals and / or operational staff who require a comprehensive practical understanding of the Service Operation processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Technical Management, IT Operations Management and Application Management.
- IT professionals involved in IT Service Management implementation and improvement programs. A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

## **Benefits:**

- By developing participants' knowledge regarding the ITIL framework it will enable:
- The establishment of a common language between the business and IT.
- Readiness for Service Operation implementation and maintenance
- Consistency in support of IT Services.
- Staff better understand their role within the entire Service Lifecycle

## **Pre-requisites:**

ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Service Operation book prior to commencement of this program.

## **Delivery:**

The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice EXIN examination.

## **This program is an eLearning Program.**

## **Program Materials**

- Access to presentation with trainer audio
- Exercises + Answers (where applicable)
- Mock Exam questions

### About the Examination and Certification:

- It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the Service Operation book in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes (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%



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