

ITIL Service Lifecycle: Service Operation

Duration: 3 Days · **Training format:** Virtual Classroom / Online

Description

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

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

Audience

IT operations, technical, or IT management personnel requiring more information about ITIL best practices

Outline

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

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

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

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

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

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

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

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

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

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

IT Operations Management Function

Role, Objectives, and Activities

Metrics to Measure IT Operations Management

Key IT Operations Management Documentation

Roles Support IT Operations Management

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

Service Operation Organizational Structures

Different Approaches to Organizing Functions

Advantages and Disadvantages of Each Organizational Approach

Technology and Implementation Considerations

Generic Technology Considerations

Event Management Technologies

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

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

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

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

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

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

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

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

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

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

IT Operations Management Function

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

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

Service Operation Organizational Structures

- Different Approaches to Organizing Functions
- Advantages and Disadvantages of Each Organizational Approach

Technology and Implementation Considerations

- Generic Technology Considerations
- Event Management Technologies