

## Fact Sheet :ITIL® Service Operation

### Description:

This 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 module is one of the ITIL® Service Lifecycle modules, and will be of interest to candidates looking to focus on the use of process and practice elements used, and the management capabilities needed to deliver quality Service Management practices.

### Objectives:

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

- **Introduction to Service Operation:**
  - The purpose, objectives and scope of service operation
  - The value to the business
  - The context of service operation in the ITIL® Service lifecycle The fundamental aspects of service operation and the ability to define them
- **Service Operation Principles:**
  - The basic conflict between maintaining the status quo and adapting to changes in business needs
  - Understanding operational health
  - Need for good documentation
  - Need for good communication including communication strategy
  - Service Operation's input and output
- **Service Operation Processes:**
  - The use, interaction and value of each of the service operation processes (Event Management, Incident Management, Problem Management, Request fulfillment, Access Management)

- **Common Service Operation Activities:**
  - Common activities of Service Operation are coordinated for the ongoing management of the technology
  - Monitoring, Reporting and Control contributes to ongoing management of the services and the technology
  - How the operational activities of processes covered in other lifecycle stages contribute to service operation.
  - How IT operations staff should look for opportunities to improve the operational activities
- **Organizing for Service Operation:**
  - Role, objectives and activities of each of the four functions of service operation: ( Service Desk, Technical Management Function, IT Operations Management, Application Management )
  - Service operation roles, responsibilities and structure
- **Technology Considerations:**
  - The generic requirement of Technology that support service management
  - The specific technology required to support the service operations process and functions
- **Implementation of Service Operation:**
  - The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service design organization to support PPO
- **Technology and implementation considerations:**
  - Specific issues relevant to implementing service operation including
    - ◆ Managing Change in Service Operation
    - ◆ Assessing and Managing Risk
    - ◆ Operations Staff involvement in Service Design and Service Transition
  - Planning and implementing Service Management technologies within a company
- **Challenges, critical success factors and risks**
  - The challenges, CSF's and Risk related to Service Operations

## Target Audience:

- Chief Information Officers (CIOs)
- Chief Technology Officers (CTOs)
- Managers
- Supervisory Staff
- Team Leaders
- Service Designers
- IT Architects
- IT Planners , Consultants
- IT audit , Security Managers
- ITSM trainers involved in the ongoing management, co-ordination and integration of operation activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL® service operation stage of the ITIL® service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization.

- IT professionals working within or about to enter a service operation environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- Individuals seeking the ITIL® Expert Certification in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL® Master Certificate in IT Service Management for which the ITIL® Expert is a prerequisite

## Prerequisites:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution for this syllabus, as part of a formal, approved training course/scheme
- A basic IT literacy and around 2 years IT experience are highly desirable
- Hold the ITIL® Foundation Certificate in IT Service Management
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes)

## Examination:

<b>Type:</b>	Multiple choices,8 questions, scenario based
<b>Duration:</b>	Maximum 90 minutes
<b>Pass Score:</b>	70% (28 out of 40)
<b>Delivery:</b>	PBT and CBT
<b>Examination Body:</b>	Exin   PeopleCert   TUV- SUD

## Credit:

There is no specific training course to achieve ITIL® Expert level. Once you have met the following criteria you can apply for this certification:

- The Service Operation module is worth three credits
- Candidates must have earned a minimum total of 17 credits from the Foundation and Intermediate modules.
- Once you have earned 17 credits from the Intermediate modules you must take and pass the Managing Across the Lifecycle module
- A total of 22 credits minimum must be achieved from ITIL® Intermediate Level or earlier ITIL® certifications
- The Managing Across the Lifecycle (MALC) module must then be taken and passed to achieve a total of 22 credits, which is the minimum required for ITIL Expert level.
- You should have a balanced knowledge base across the full ITIL® Service Life-cycle.

For more details contact

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