

ITIL® Service Lifecycle: Service Operation (1219)

Price: \$2,495

Learn the principles, processes, common activities, and implementation considerations of ITIL Service Operation.

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'll focus on Service Operation purpose, principles, processes, activities, functions, enabling technology, and implementation considerations. This course uses an engaging case study-based approach to learning the core disciplines of the ITIL best practices, and it positions you to successfully complete the associated exam. The exam will be offered on the last day of the course at 3:30 pm.

The main process focus areas of this course include:

- Incident Management
- Problem Management
- Request Fulfillment and Access Management

The main function focus areas of this course include:

- Service Desk
- Technical Management
- IT Operations Management
- Application Management

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.

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 Operations 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 Operations
- Technology and implementation considerations surrounding ITIL Service Operation
- Challenges, critical success factors, 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 (required)
- Two years of relevant work experience
- To prepare for the end-of-class exam, we recommend that you review the ITIL publication Service Operation (2011 Edition, ISBN 9780113313075) and complete at least 21 hours of personal study

Follow-On Courses

- ITIL® Service Capability: Service Offerings and Agreements
- ITIL® Service Capability: Release, Control, and Validation
- ITIL® Service Capability: Operational Support and Analysis

Certification Programs and Certificate Tracks

This course is part of the following programs or tracks:

- ITIL® Certifications

Course Outline

- 1. Introduction and Service Operation as a Practice**
- 2. Service Operation Principles**
- 3. Service Operation Processes**
- 4. Common Service Operation Activities**
- 5. Organizing Service Operation**
- 6. Technology Considerations**
- 7. Implementation Considerations**
- 8. Challenges, Critical Success Factors, and Risks**
- 9. Exam Preparation/Mock Exam**
- 10. Exam**